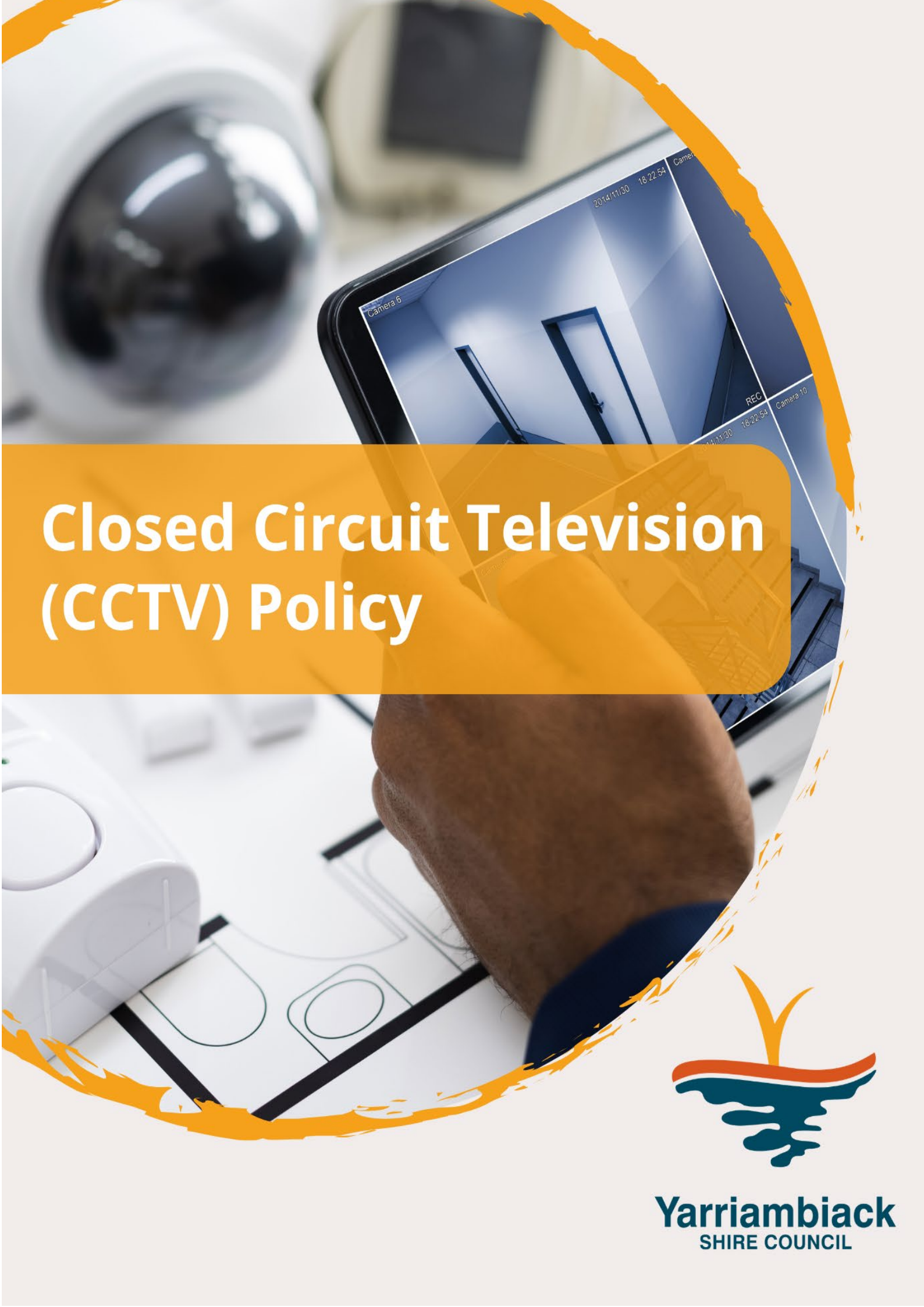




Closed Circuit Television (CCTV) Policy



Yarriambiack
SHIRE COUNCIL

Closed Circuit Television (CCTV) Policy

Yarriambiack Shire Council encourages a working environment which promotes gender equality and models non-violent and respectful relationships.

Contents

1	Objective.....	1
2	Responsibility	2
3	Policy Statement and Scope	2
3.1	Scope of Policy	2
4	Network Principles.....	3
5	Decision to Implement CCTV Systems.....	3
6	Privacy Impact Assessment (PIA).....	4
7	Key Considerations for CCTV Systems.....	5
8	Documentation of CCTV Management Systems	5
9	Operation and Maintenance Manual and Training.....	5
10	Signage.....	6
11	Collection of CCTV Data.....	6
12	Requests to Access CCTV Records/Footage and Disclosure.....	6
13	Privacy	7
14	Inappropriate Use and Complaint Management	7
15	Governance Evaluation and Monitoring	7
16	Council Documents	8
17	Administrative Changes	8
18	References	8
18.1	Legislative References	8
19	Definitions	9
20	Consistency with Governance Principles Local Government Act 2020	9
21	Policy Review.....	12

1 Objective

The objectives of this Policy are:

- a) To ensure Council CCTV systems are compliant with relevant legislation and other laws.
- b) To ensure that CCTV systems are installed for a lawful and proper purpose.
- c) To ensure that management of CCTV records and footage is appropriate, including in relation to use, retention, security, privacy, access, disclosure, storage and disposal.
- d) To ensure there is appropriate and ongoing monitoring and evaluation of CCTV systems.

2 Responsibility

The Manager Business Systems is responsible for the operational governance and authorised access to CCTV systems. The Manager Business Systems is responsible for the development and management of this policy and associated standard operating procedures.

3 Policy Statement and Scope

The purpose of this Policy is to assist Council to regulate the operation and management of Council-owned CCTV systems which have been (or which in the future may be) installed for use in public places.

The Policy enables Council to fairly, appropriately and reasonably perform its functions and exercise its powers in connection with public place surveillance throughout the Yarriambiack Shire Council municipality.

Amongst other relevant material, the Policy takes account of the Department of Justice and Community Safety's Guide to Developing CCTV for Public Safety in Victoria (June 2018).

The Policy will be freely available to Council staff and the public by being included on Council's Internet website and a hard copy can be provided on request.

As well as being a general Policy document, the Policy includes the detail of Council's CCTV audit and evaluation mechanisms and its complaint handling process. The Policy is intended to act as a CCTV code of practice for Council staff. Additionally, those members of Council staff working with Council CCTV systems will be expected to undertake their duties in accordance with the Policy.

3.1 Scope of Policy

This policy applies to:

- a) All Council owned CCTV systems installed in public places that have the purpose of surveillance.
- b) All Council owned CCTV systems installed in Council owned facilities, such as transfer stations, depots, and buildings that have the purpose of surveillance.
- c) All Council staff wearing body cameras, where the Chief Executive Officer deems this necessary for their safety and wellbeing.

The following list of Council owned CCTV systems provides examples of the surveillance systems that are covered by this Policy. It is not intended to be a comprehensive list and systems in use may be added to or removed from the list from time to time as Council considers appropriate.

General public areas

- a) Main Street Warracknabeal
- b) Lions Park Warracknabeal
- c) Murtoa Caravan Park

- d) Warracknabeal Caravan Park
- e) Lake Marma

Council managed buildings

- f) Warracknabeal Town Hall
- g) Brim Memorial Hall
- h) Yarriambiack Shire Council Animal Pound
- i) Warracknabeal Stadium
- j) Scott Street Toilet Block, Warracknabeal
- k) Yarriambiack Shire Council Works Depot Warracknabeal
- l) Yarriambiack Shire Council Works Depot Murtoa
- m) Yarriambiack Shire Council Works Depot Rupanyup
- n) Yarriambiack Shire Council Works Depot Hopetoun
- o) Yarriambiack Shire Council Works Depot Warracknabeal Mechanics Depot
- p) Yarriambiack Shire Council Warracknabeal Technical Services Office
- q) Yarriambiack Shire Council Works Warracknabeal Shire Office
- r) Rupanyup Library
- s) Rabl Park Amenities Block
- t) Hopetoun Transfer Station
- u) Murtoa Transfer Station
- v) Warracknabeal Transfer Station

The Policy does not apply to CCTV systems used for Council offices for Council employees where public access is restricted. The Policy also does not apply to CCTV systems that are used by Council staff or its contractors for drainage inspections.

4 Network Principles

Council CCTV systems will be operated and managed in accordance with the following principles:

- a) All aspects will be operated and managed with integrity and will be compliant with all relevant legislation, standards, codes and guidelines as outlined in this Policy and otherwise in force from time to time.
- b) All aspects will be operated and managed with due regard to the privacy and respect for the human rights of individual members of the public.
- c) Monitoring and access to CCTV records/footage will be controlled and managed in accordance with operating procedures of each system.
- d) Each system will be regularly monitored and evaluated to ensure that the purposes and objectives of each system are being achieved.
- e) The public will be provided with clear and easily accessible information in relation to the operation of CCTV systems, including processes to request or to view CCTV records and footage.

5 Decision to Implement CCTV Systems

Council will, in making decisions affected by this Policy, utilise and take into account all relevant material, in the development and implementation of a CCTV system.

When planning the implementation of the CCTV systems and any future upgrades, Council ensure that we follow the guidelines and recommendations mentioned in this policy to ensure best practice methods are adopted.

As stated below, a key consideration in the decision process is the whole of life cycle costs for a new system. Any decision to implement a new (or retain an existing) Council owned CCTV system will be based on the purpose of the system and Council's assessment of the effectiveness for which the system will meet the purpose.

The relevant use must be specifically stated for each system, and such use must be in accordance with the IPP 1: Collection (Information Privacy Principles from Schedule 1 of the *Privacy and Data Protection Act 2014*).

In accordance with IPP 2, any use for a purpose other than the primary purpose must be precluded or limited to exceptional circumstances, as determined by Council and in accordance with the legislation.

Typically, CCTV systems must only be installed by Council for the following purposes:

- a) To improve actual and perceived levels of safety (Staff and community safety and wellbeing).
- b) To reduce levels of graffiti and other forms of vandalism
- c) To reduce anti-social behaviour.
- d) To reduce incidents of serious criminal offences.
- e) To monitor traffic management issues & traffic research if required.
- f) Assisting with any other emergency services as required.
- g) Ongoing affordable protection of Council assets including buildings, plant and equipment.

Council will consult with its community, the wider public and other relevant stakeholders prior to establishing a CCTV system. The Victoria Police will be specifically consulted where the purpose of a CCTV system in a public place is to manage high crime locations and matters of public order or safety. Council will otherwise consult with stakeholders as required in relation to the performance of a particular function. This may include utility companies, private property owners and local traders. Public safety and environmental sustainability are also priorities when evaluating CCTV solutions.

Collaborative sessions are attended where different councils share information and experiences on ICT systems including building security and CCTV. Council considers all ideas and feedback as part of the decision making process.

Council have considered the environmental impacts and the sustainability of the CCTV systems and are now using solar panels to supply power to devices in more remote locations without access to power to ensure the safety of assets and people in these locations as well.

Council owned CCTV systems will not be installed in isolation and will only be used as part of a range of strategies to support community safety initiatives in public places.

6 Privacy Impact Assessment (PIA)

To assist in the decision to implement a new CCTV system, Council will complete a Privacy Impact Assessment provided by the Office of the Victorian Information Commissioner (OVIC). The PIA is a process for analysing the impact on individuals' information privacy. The PIA is to be completed and should be read alongside OVIC's Privacy Impact Assessment Guide. Undertaking the PIA provides the opportunity to identify potential privacy risks, develop risk mitigation strategies, and enhance privacy practice beyond the requirements of the Information Privacy Principles.

7 Key Considerations for CCTV Systems

There are a number of key considerations which Council must address for each CCTV system (as they are detailed in the Department of Justice's CCTV Guide and as otherwise considered by Council to be relevant). These include, but are not limited to, the following:

What are the establishment, operational and replacement costs (whole of life cycle costs)?

- a) Who owns the CCTV system components?
- b) Who is responsible for CCTV system maintenance and renewal?
- c) Who is responsible for the operation and monitoring of the CCTV system?
- d) Who owns and manages the CCTV records and footage?
- e) How will access to the CCTV records and footage be controlled?
- f) What are the technical requirements of the CCTV system?

8 Documentation of CCTV Management Systems

Council CCTV systems in public places will be owned, installed and maintained by Council. The responsibility for the operation and monitoring of the system will typically be by the Victoria Police or a nominated member of Council staff.

The documentation for the management of a CCTV system will vary depending on the system. However, this will usually be via a Memorandum of Understanding (MOU), a Licence Agreement or a Standard Operating Procedures Manual.

A MOU with the Victoria Police will be required if the CCTV system is streamed to a police facility, that is, where any part of the CCTV system or equipment is on the Victoria Police premises or where members of the Victoria Police have direct access to view or download footage. The MOU will address the key considerations listed above. Yarriambiack Shire Council does not have such arrangements in place at this time.

Where a Council CCTV system is operated and monitored by a private contracting company, Council will enter into a Licence Agreement (or similar type of agreement) that will cover the key considerations listed above. A Licence Agreement (or similar type of agreement) will also be required if any CCTV system equipment is to be installed on (or within) any privately owned or controlled property. Yarriambiack Shire Council does not have such arrangements in place at this time.

Where a Council CCTV system is operated and monitored by Council, Council will prepare a Standard Operating Procedures Manual that will cover the key considerations listed above.

All MOUs, Licence Agreements and Standard Operating Procedures Manuals will, ordinarily and subject to law, be confidential documents and will not be publically available.

9 Operation and Maintenance Manual and Training

For each CCTV system, Council will document an operation and maintenance manual. This will include the technical details of the system, including detailed design drawings, product specifications and warranty information. These documents will be relevant to the ongoing maintenance of the system. These will, ordinarily and subject to law, not be publically available documents.

When a new CCTV system is installed, Council will provide the operators of the system with the required training and support to accompany the operation and maintenance manual.

10 Signage

Council will advise the community by installing appropriate signage to indicate that they are in an area of a CCTV system where they may be observed or recorded. Signage will be placed so as to comply with relevant Australian Standards in force from time to time and will comply with the following requirements:

- a) Signs will be placed at each main access to the CCTV coverage area where the members of the public are reasonably entitled to use and be monitored.
- b) Signs will be prepared to be easily understood by members of the public, including people who are from non English speaking backgrounds. Signs will include a mix of worded text and symbols.
- c) Signs will be clearly visible, distinctive and located in areas with good lighting, placed within normal eye range and large enough so that any text can be read easily.
- d) Signs will identify Council as the owner of the system.
- e) Signs will include details of who to contact for any queries about the system.
- f) Signs will be checked regularly for damage or theft and replaced where required.

11 Collection of CCTV Data

The collection of CCTV data including details of how the CCTV data is recorded, monitored and responded to by CCTV operators is to be documented for each system in the respective MOU, Licence Agreement or Standard Operating Procedures Manual.

For Council CCTV systems in general public areas, the CCTV footage on digital media will be retained for 31 days unless otherwise downloaded for legal reasons. Where footage has been provided to a third party (e.g. Victoria Police) it will be the third party's responsibility to retain the records/footage in accordance with the disposal authority that covers their agency's functional responsibilities.

Council will ensure that its record keeping practices comply with the Public Records Office Standards for the management of public records, Public Records Office Specifications and the *Public Records Act 1973* (Vic). In general, surveillance camera footage is temporary and may be destroyed when any relevant administrative use has concluded.

12 Requests to Access CCTV Records/Footage and Disclosure

Requests to access CCTV records/footage from the public or media should contact in the first instance the Manager Business Systems:

Manager Business Systems

Warracknabeal Council Office

(03) 5398 0100

In accordance with IPP 2, Council will generally only disclose CCTV records and footage to a third party in accordance with the primary purpose of collection. Council will take reasonable steps to protect information gathered through CCTV systems in public places from misuse and inappropriate disclosure.

If an application is made under the Freedom of Information (FOI) Act, then this will be processed through the Council's normal FOI procedures. A FOI application fee will be payable on requests to Council.

Enquiries in relation to Victoria Police Freedom of Information can be made to:

Freedom of Information Office Victoria Police

Freedom of Information (FOI)

GPO Box 913, Melbourne, VIC 3001

Phone: (03) 9247 6801

Email: foi@police.vic.gov.au

Website: www.police.vic.gov.au/freedom-information

Information regarding Council Freedom of Information requests is available on Council's Internet website and enquiries can be made to:

Freedom of Information Officer

Yarriambiack Shire Council

34 Lyle Street

Warracknabeal VIC 3393

Email: info@yarriambiack.vic.gov.au

Website: www.yarriambiack.vic.gov.au

13 Privacy

Council will balance the need for public safety against the right for privacy of members of the public. Council staff who use CCTV systems are required to act responsibly and consider the reasonable expectations of the privacy of individuals. All Council staff that use CCTV systems will undertake the training on privacy and understand the contents of this Policy, including the legislative requirements to ensure that the requirements of privacy are understood. Information gathered by Council as a result of a CCTV system will only be shared with its staff on a need to know basis. Council staff should also refer to Privacy Victoria's Surveillance and Information Sheet and Council's Information Privacy Policy for more information.

14 Inappropriate Use and Complaint Management

Council staff who work with CCTV systems are to comply with the requirements of this Policy. Where a Council staff member is in breach of this Policy, there will be an internal review and appropriate action will be taken.

Any public complaints in relation to any aspect of a CCTV system relating to Council must be made in writing to:

Chief Executive Officer

Yarriambiack Shire Council

34 Lyle Street

Warracknabeal VIC 3393

Or by email attention to the Chief Executive Officer at: info@yarriambiack.vic.gov.au

Any member of the public that is dissatisfied with the outcome of their complaint to Council also has the right to complain to the Victorian Ombudsman using the following contact details:

Victorian Ombudsman

Level 2, 570 Bourke Street Melbourne Victoria 3000

Email: ombudvic@ombudsman.vic.gov.au

Phone: 1800 806 314

15 Governance Evaluation and Monitoring

Council will undertake evaluation and regular reporting of the CCTV system against the objectives and purpose of the system and against documented performance standards.

For Council CCTV systems in general public areas, the Manager Business Systems (or their delegate) will:

- a) Oversee the implementation of the CCTV system and its ongoing management.
- b) Develop an agreed monitoring and evaluation framework to ensure the objectives of the Parties under the relevant MOU are being achieved.
- c) Consider any recommendations of the Council Audit and Risk Committee.

The Council Audit and Risk Committee provides assurance oversight of Council's CCTV governance framework. This includes consideration of CCTV matters where there are material privacy, compliance, audit, or risk implications, or where significant system changes are proposed.

Routine operational management, monitoring, and compliance activities are undertaken by management and are reported to the Audit and Risk Committee by exception or through scheduled reviews, audits, or incident reporting as required.

Council will undertake annual reviews and audits, as appropriate, of its CCTV systems and action plans will be formulated to address any deficiencies.

16 Council Documents

This Policy is supplemented by a number of Council documents that relate to CCTV systems that include, but are not limited to, the following:

- a) Memoranda of Understanding (if required).
- b) Licence Agreements (if required).
- c) Standard Operating Procedure Manuals developed for CCTV systems; Operations and maintenance manuals developed for various CCTV systems.
- d) Council's Information Privacy Policy.
- e) Council's Information Management Policy.

The implementation of Council CCTV systems supports the objectives, role and functions of Council under the *Local Government Act 2020* (Vic) and the goals and objectives of the following Council strategic documents:

- Yarriambiack Shire Council, Council Plan
- Yarriambiack Shire Council, Municipal Public Health and Wellbeing Plan

17 Administrative Changes

The Chief Executive Officer is authorised to update this policy when a PIA is completed and a CCTV system is approved for installation, and a CCTV system is decommissioned.

18 References

18.1 Legislative References

Council CCTV systems are to be operated and managed in accordance with all relevant and current Commonwealth and State legislation including, but not limited to:

- a) *Privacy Act 1988*
- b) *Privacy and Data Protection Act 2014*
- c) *Surveillance Devices Act 1999*
- d) *Charter of Human Rights and Responsibilities Act 2006*
- e) *Public Records Act 1973*
- f) *Freedom of Information Act 1982*

19 Definitions

Term	Description
CCTV	Closed circuit television.
CCTV records/footage	Any information that is recorded or unrecorded that is taken from a CCTV system including any data, still images or moving images.
CCTV system	A surveillance system in which a number of cameras are connected through a closed circuit. The footage taken by the cameras is sent to a television monitor or recorder. CCTV systems consist of cameras, monitors, recorders, interconnecting hardware and support infrastructure.
Council	Yarriambiack Shire Council
Council Audit and Risk Committee	The Council committee responsible for oversight of audit and risk related matters. A function of the Committee is to provide assurance oversight of Council's CCTV governance framework and to uphold the integrity of Council CCTV systems where there are material audit, risk, compliance, or privacy considerations.
Department of Justice's CCTV Guide	<i>Guide to Developing CCTV for Public Safety in Victoria</i> , Department of Justice, August 2011
FOI	Freedom of Information (in reference to the <i>Freedom of Information Act 1982 (Vic)</i>)
IPP	Information Privacy Principles (from Schedule 1 of the <i>Privacy and Data Protection Act 2014</i>)
MOU	Memorandum of Understanding. In this Policy a MOU is between Council and the Victoria Police.
Public place	Any place to which the public has access as of right or by invitation, whether expressed or implied and whether a charge is made for admission to the place. A public place relevant to Council can include, but is not limited to, public streets, public malls, shopping centers, Council carparks, open space parks or reserves, Council managed public buildings or areas.

20 Consistency with Governance Principles Local Government Act 2020

This policy has been assessed against the Governance Principles in the *Local Government Act 2020* and details of where the principle has been covered in the policy are specified below.

Governance Principle	Section of policy where covered
a) Council decisions are to be made and actions taken in accordance with the relevant law;	Section 18 – References.

Governance Principle	Section of policy where covered
b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;	Section 5 - Decision to Implement CCTV Systems.
c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;	Section 5 - Decision to Implement CCTV Systems.
d) the municipal community is to be engaged in strategic planning and strategic decision making;	Section 5 - Decision to Implement CCTV Systems.
e) innovation and continuous improvement is to be pursued;	Section 5 - Decision to Implement CCTV Systems.
f) collaboration with other Councils and Governments and statutory bodies is to be sought;	Section 5 - Decision to Implement CCTV Systems.
g) the ongoing financial viability of the Council is to be ensured;	Section 5 - Decision to Implement CCTV Systems.
h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making;	Section 5 - Decision to Implement CCTV Systems.
i) the transparency of Council decisions, actions and information is to be ensured.	Section 5 - Decision to Implement CCTV Systems.

In giving effect to the overarching governance principles, a Council must take into account the following supporting principles.

Community Engagement Principles	- A community engagement process must have a clearly defined objective and scope. - Participants in community engagement must have access to objective, relevant and timely information to inform their participation. - Participants in community engagement must be representative of the persons and groups affected by the matter that is the subject of the community engagement. - Participants in community engagement are entitled to reasonable support to enable meaningful and informed engagement.
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	Participants in community engagement are informed of the ways in which the community engagement process will influence Council decision making.
Comment:	The purpose and scope of CCTV use are clearly defined as a community safety measure, with information available regarding its operation, limitations, and privacy safeguards.
Public Transparency Principles	- Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of this Act or any other Act. - Council information must be publicly available unless— (i) the information is confidential by virtue of this Act or any other Act; or (ii) public availability of the information would be contrary to the public interest. - Council information must be understandable and accessible to members of the municipal community. - Public awareness of the availability of Council information must be facilitated.
Comment:	Council decisions regarding CCTV are documented and is supported by clear signage and accessible information about system use. Requests for access to footage are handled in accordance with privacy, FOI requirements.
Strategic Planning Principles	- An integrated approach to planning, monitoring and performance reporting is to be adopted. - Strategic planning must address the Community Vision. - Strategic planning must take into account the resources needed for effective implementation. - Strategic planning must identify and address the risks to effective implementation. - Strategic planning must provide for ongoing monitoring of progress and regular reviews to identify and address changing circumstances.
Comment:	CCTV implementation has been considered within Council's broader strategic, risk, and community safety frameworks, with resource needs and risks assessed prior to installation. Ongoing review supports effectiveness and continued alignment with Council objectives.

Financial Management Principles	- Revenue, expenses, assets, liabilities, investments and financial transactions must be managed in accordance with a Council's financial policies and strategic plans. - Financial risks must be monitored and managed prudently having regard to economic circumstances. - Financial policies and strategic plans, including the Revenue and Rating Plan, must seek to provide stability and predictability in the financial impact on the municipal community. - Accounts and records that explain the financial operations and financial position of the Council must be kept.
Comment:	CCTV costs, including installation, maintenance, and asset lifecycle management, are managed and monitored to ensure value for money and sustainability.
Service Performance Principles	- Services should be provided in an equitable manner and be responsive to the diverse needs of the municipal community. - Services should be accessible to the members of the municipal community for whom the services are intended. - Quality and costs standards for services set by the Council should provide good value to the municipal community. - A Council should seek to continuously improve service delivery to the municipal community in response to performance monitoring. - Service delivery must include a fair and effective process for considering and responding to complaints about service provision.
Comment:	CCTV systems support community safety outcomes and are operated in line with clear performance and privacy standards. System performance is periodically reviewed to support continuous improvement

21 Policy Review

This policy will be reviewed in conjunction with its associated procedures every three years.

From time to time, circumstances may require minor administrative changes to be made to this Policy. Where an update does not materially alter this Policy, such a change may be made administratively and need not be considered and adopted by Council.

Where any change or update may materially change the intent of this policy, or the legal responsibilities of any member of the community, it must be considered and adopted by Council, or by the Chief Executive Officer in reliance on delegated authority.

Council Approved Policy

Adopted:	Ordinary Council Meeting 22 January 2020	Item 13.7
Reviewed:	Ordinary Council Meeting 24 November 2021	Item 13.2
	Ordinary Council Meeting 29 March 2023	Item 16.2
	Ordinary Council Meeting 27 May 2026	Minute Book [page] Item [number]

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