

## **CCTV Network**

Detail of Policy

<b>Short Title</b>	CCTC Network
<b>Division</b>	Corporate Services
<b>Category</b>	Administration
<b>Date adopted by Council</b>	5 October 2010
<b>Date amended by Council:</b>	14 November 2011 4 June 2012 25 August 2014
<b>Date ratified by Council:</b>	14 November 2011 4 June 2012 25 August 2014

### ***COUNCIL POLICY***

#### **REASON FOR POLICY**

To establish protocols for the collection, storage and access to information recorded by Closed Circuit Television Cameras (CCTV)/surveillance cameras Council has installed at various locations in the City.

The purpose of implementing the CCTV network is to ensure the safety of members of the public, staff and customers using Council's facilities.

The objectives of the CCTV network are to:-

1. Provide an effective mechanism to prevent and reduce crime in the monitored area by increasing fear of detection and apprehension in potential offenders.
2. Improve the feeling of safety in the monitored areas for members of the public and Council staff.
3. Provide live video transmission to the NSW Police for rapid assessment and response when a potentially dangerous situation is identified.
4. Provide accurate and credible identification of offenders and illegal activity.

#### **POLICY**

1. Council's CCTV cameras are installed to monitor a public place and are positioned, as far as practicable, so that no other land or property is filmed.

2. Council's control centre staff use and control the camera management and recording system, and when required under agreed operating procedures, provide live transmission from a camera to operational NSW Police so that police officers can determine an appropriate response to an event or retrieve archival recorded footage.
3. Recordings from the CCTV cameras installed by Willoughby City Council in the Willoughby City area will be made available for viewing or copying only in the following circumstances:
  - A written request from the NSW Police Service;
  - At the direction of the General Manager;
  - A direction order made by a court.

The request for recordings must include reasons for the request and the intended uses of the recordings by the applicant.

4. Applications to the General Manager for access to recorded footage are to be made in writing stating:
  - i) time of occurrence
  - ii) date of occurrence
  - iii) location of occurrence
  - iv) nature of occurrence
  - v) overview of request.
5. All recordings from the CCTV cameras will remain the property of Council.
6. The recordings will be classified as Exempt Documents under the Government Information (Public Access) Act (GIPA) under 2 "Documents affecting law enforcement and security" in the Table at section 14 "Public interest considerations against disclosure".
7. Only authorised Council officials or officials acting in their capacity will be permitted to view the recordings. For the purposes of this policy, the authorised officials are:
  - Mayor and Councillors
  - General Manager
  - Corporate Support & Performance Director
  - Infrastructure Services Director
  - Community Services Director
  - Property Maintenance & Construction Manager
  - Library and Community Learning Services Manager
  - Youth Services Coordinator
  - Dougherty Community Services Group Leader
  - MOSAIC Centre Coordinator
  - The Concourse Building Manager
  - The Concourse Facility Officers
  - Willoughby Leisure Manager

- Property Operations & Assets Co-ordinator
  - Property Contracts & Operations Officer
  - Infrastructure and Parking Management Group Leader (Parking operations only)
  - Asset Engineer (Parking operations only)
  - Parking Facility Engineer (Parking operations only)
  - Trades Supervisor
8. For the purposes of the day-to-day operation of the surveillance cameras, the following officers be permitted access to the recording equipment for maintenance purposes:
- Property Maintenance & Construction Manager
  - Corporate Support & Performance Director
  - Property Operations & Assets Co-ordinator
  - Property Contracts & Operations Officer
  - Library and Community Learning Services Manager
  - Youth Services Coordinator
  - Network Administrator.
9. In order to comply with the provisions of the Privacy & Personal Information Protection Act 1998, signs will be erected in the areas covered by the CCTV cameras advising people that they are under surveillance for safety and security reasons.

### **Workplace Surveillance Cameras**

10. Council will ensure that the obligations under the Workplace Surveillance Act 2005 are observed for all Council workplaces where surveillance cameras are in use, viz:
- Notice is given to employees working in areas covered by surveillance cameras.
  - Cameras are clearly visible in the areas they are operating.
  - Signs are displayed notifying people that the area they are entering is under surveillance.
  - Cameras are only located in public areas.
11. The CCTV network will be operated lawfully with due regard to the privacy and civil liberties of individuals and only for the purposes it was established.

At no time will the CCTV network be used for monitoring workplace performance.

### **Camera Locations**

12. The locations where Council has installed surveillance cameras covered by this policy are:

- Car park driveway, ground floor and levels 4-6 of the Council Administrative Building, 31 Victor Street, Chatswood
- Chatswood Library
- Dougherty Community Centre, 1 Victor Street, Chatswood
- Youth Centre, corner Albert Avenue & Victor Street, Chatswood
- MOSAIC Centre, Brown Street, Chatswood
- The Concourse
- Chatswood Mall
- Bales Park Pavilion
- Beauchamp Park Pavilion
- Currey Park
- Chatswood Oval & Car Park
- Works Depot, 27 Gibbes Street, Chatswood
- Northbridge Baths.

### **Complaints related to CCTV Camera Operation**

13. Complaints in relation to any aspect of the management or operation of the CCTV cameras must be made in writing to:

The General Manager  
 Willoughby City Council  
 PO Box 57  
 Chatswood NSW 2057

or by telephone on 9777 1000

14. The Privacy and Personal Information Protection Act 1998 authorises the Privacy Commissioner to receive and investigate complaints about alleged violations of privacy. Any member of the public is entitled to lodge a complaint with the Privacy Commissioner. The Privacy Commissioner may be contacted as follows:

Information and Privacy Commission  
 Level 11  
 1 Castlereagh Street  
 GPO Box 7011  
 Sydney NSW 2001  
 Telephone: 1300 472 679  
 Email: [ipcinfo@nsw.gov.au](mailto:ipcinfo@nsw.gov.au)  
 Web: [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Council will co-operate with the investigation of any complaint by the Privacy Commissioner.

15. References  
 Privacy and Personal Information Protection Amendment (CCTV) Regulation 2013  
 Privacy and Personal Information Protection Act 1998