



Strategic policy

Public Space Closed Circuit Television (CCTV)

Corporate Plan reference:	2. A Strong Community 2.1 Safe and healthy communities
Endorsed by Council on:	11 December 2014
Manager responsible for policy:	Director, Community Services

Introduction

The Sunshine Coast Council is committed to protecting its resources and to the safety and wellbeing of its staff, community and visitors to the region.

As part of a suite of asset protection, public space community safety initiatives and crime prevention measures, council will provide where assessed as appropriate, closed circuit television (CCTV) cameras in public spaces. Other measures include improved design, lighting, activation of public spaces and additional security measures.

The evaluation of the appropriateness of CCTV and the establishment and management of CCTV cameras and their footage will be guided by the principles and parameters set out in this policy. The intention is to manage CCTV carefully to achieve the best outcomes for the Sunshine Coast Council and its community.

Council is committed to its departments working together, and to working closely with other relevant agencies, including the Queensland Police Service.

Council continues to be committed to undertaking its CCTV system activities in an efficient, transparent, effective and lawful way, ensuring systems are 'fit for purpose'.

Council acknowledges the investigative, prosecution and crime prevention benefits of CCTV on private or commercial properties, however, council will not contribute to asset protection of such premises.

This policy describes a process that aligns with Sunshine Coast Council's commitment to protecting its resources and to the safety and wellbeing of its staff, community and visitors to the region.

This policy is supported by an organisational guideline that sets out the detailed steps to be followed when assessing the appropriateness of new applications for CCTV cameras and maintaining existing CCTV cameras in public space.

Policy purpose

This policy provides direction on the establishment and management of the Sunshine Coast Council's Closed Circuit Television (CCTV) system in public spaces, and provides a framework for ensuring future requests for CCTV are managed and assessed equitably and in accordance with relevant legislation.

Policy outcome

The intention of this policy is to enable:

- an organisation that is clear and consistent in its role and fulfils its legal obligations when installing, operating and managing CCTV cameras; and
- a consistent, unified, equitable and transparent approach to the processing of new CCTV requests within public spaces.

Policy scope

This policy applies to:

- CCTV cameras and systems established in public spaces within the Sunshine Coast Council local government area and owned by the Sunshine Coast Council.
- CCTV cameras and systems installed on Council Owned or Council Controlled Land and/or Infrastructure.
- all council employees, contractors and other parties involved with installation, management and maintenance of council's CCTV cameras in public spaces.

This policy does not apply to:

- CCTV cameras/systems under the control of the Sunshine Coast Airport.
- commercial or private asset protection.

Council does not contribute to commercial or private asset protection.

Policy statement

Sunshine Coast Council is committed to protecting people and assets in and around council property in the most effective manner possible including, where necessary, through the appropriate application of CCTV surveillance systems.

The primary use of CCTV is to discourage and/or detect unlawful behaviour in and around council property and in identified high risk public space areas across the region thereby enhancing the safety and security of all people and property. Other applications and benefits of CCTV include community safety and assisting some access control environments.

Only security CCTV equipment, applications and monitoring specifications which are evaluated and approved by the Property Management branch, shall be applied. Appropriate standard operating procedures shall be applied to all security CCTV applications to ensure placement is appropriate, effective and ethical management of equipment is maintained and that the recorded information is appropriately maintained by authorised users.

All security CCTV systems installed in public spaces will comply with the following:

- All CCTV controls and recorders must be located in a secure area.
- All new CCTV requests must have undergone an evidence based decision making process.
- Access to CCTV controllers and recorders shall be limited only to authorised user(s).

Council's CCTV systems in public spaces will not be monitored in real time by Council, contractors, or other agencies unless monitoring is required for the early identification and rapid response to anti-social behaviours for identified law enforcement operations or major community events.

Council intends to work in collaboration with other agencies with respect to the installation and operation of CCTV - in particular law enforcement agencies. These partnerships may involve the housing of recording and monitoring equipment at non-council locations and the granting of access to footage by authorised personnel, including the capacity to download/copy footage for law enforcement purposes. Any such arrangements entered into with the QPS, contractors, or other agencies will be documented in a formal Memoranda of Understanding (MOU) or Agreement.

Any MOU or Agreements entered into with other agencies, organisations or contractors will bind the external party to compliance with council policy and relevant legislation including the Information Privacy Act 2009 (Qld).

Council recognises that providing system footage in a timely manner is of high importance to assist in the investigation and/or prosecution of civil and criminal offences. Council will provide system footage to law enforcement agencies as a high priority as part of council's commitment to community safety.

Council is committed to providing safe and equitable access to community facilities to a broad range of user groups in line with Council's strategies, plans and policies. Organisations that occupy Council owned or Council controlled land and/or infrastructure, must comply with the same requirements as Council as stated in Council's CCTV Policy and CCTV Organisational Guidelines.

Requests from Organisations to install CCTV cameras/systems on Council owned or Council controlled land and/or infrastructure will be assessed using the CCTV Assessment Framework outlined in the CCTV Policy.

Organisations that occupy Council owned or Council controlled land and/or infrastructure are solely responsible for the costs of installing, maintaining, repairing and replacing all CCTV cameras/systems within their tenure area.

Guiding principles

The guiding principles of this policy are:

- Protection of council's resources (assets and people)
- A multi-faceted approach to crime prevention and community safety whereby CCTV is part of a suite of options
- A unified, equitable, transparent and evidence based assessment of future CCTV requests
- A high standard of system management including maintenance and handling of footage
- CCTV equipment specifications are suitable to achieve the lawful purpose of the system
- Strong internal and external consultation and partnerships with key stakeholders to ensure a holistic approach to CCTV across the Sunshine Coast
- Compliance with the Local Government Act 2009, Information Privacy Act 2009 and any other relevant law.

CCTV Assessment Framework

To ensure a unified, equitable and transparent assessment of future CCTV requests which is based on evidence, a CCTV Assessment Framework has been developed which focuses on six key stages:

1. Determining the appropriateness of the system
 - i. Define the purpose of CCTV
 - ii. Site assessment
2. Key stakeholder consultation / Evidence gathering

3. Identify resource requirements and implications including 'whole of life' cost
4. Decision and notification
5. Implementation
6. Evaluation

Requests for CCTV in public spaces will be assessed using the CCTV Assessment Framework. If a request has been determined as being appropriate with strong evidence to support the need, the request with recommendations will be forwarded to Council for consideration at an Ordinary Meeting.

This framework and the process for implementation are contained within the CCTV Guidelines.



CCTV Purpose

Council must clearly understand and identify the primary purpose for the installation and management of each CCTV surveillance system within its network. The purpose of installing and managing a CCTV surveillance system is to assist:

- the investigation and/or prosecution of civil and criminal offences in relation to the security of council's facilities and assets.
- the investigation and/or prosecution of civil and criminal offences in relation to the security of public spaces and crimes against the person in the Sunshine Coast Council local government area.
- law enforcement agencies with early identification and rapid response to anti-social behaviours for identified law enforcement operations or major community events.
- improving public confidence in the safety and security of public spaces.
- in the deterrence of anti-social behaviours in high risk public areas.
- with the safety of council staff or authorised contractors within council facilities.
- with the operations of Waste Management and community facilities.
- with Emergency Disaster Management operations.
- with identifying potential environmental safety risks e.g. Beach erosion.

System Management and Compliance

The safe and successful management and compliance of Council's CCTV network is paramount to the ability of CCTV to fulfil its role within council's suite of safety measures. To ensure this outcome Council will:

- ensure the management of each camera surveillance systems is consistent with the purpose, both in documented procedures and in practice.
- ensure the management of CCTV footage complies with the *Information Privacy Act 2009 (Qld)*, The Sunshine Coast Council's Privacy Policy 2010, and the *Local Government Act 2009*.
- retain ownership of all equipment, videos, photographs and documentation pertaining to the CCTV system and will have responsibility for the overall maintenance and management of the systems.
- have appropriate maintenance schedules of CCTV cameras to ensure cameras are operational and a quality that suits their purpose.
- provide notice to the community about the use of public space camera surveillance, ownership and point of contact of the camera, particularly in the camera or systems immediate vicinity. Locations of cameras connected to a covert undertaking of a Council investigation, or the operation, investigation or function of a law enforcement agency, will not be disclosed to the public.
- undertake scheduled reviews of all CCTV camera/systems, to identify cameras that no longer serve the purpose for which they were installed, cameras that are obsolete in technology and cameras that are at their life's end. When cameras that no longer serve the purpose for which they were installed, hardware can be relocated as deemed appropriate through the CCTV Assessment Framework.
- ensure staff responsible for surveillance shall be trained in the ethical conduct and use of CCTV surveillance systems.

- access system footage by council authorised staff or contractors, to facilitate requests in compliance with the *Information Privacy Act 2009 (Qld)* and the *Right to Information Act 2009*.

Roles and Responsibilities

Community Services Department

The Community Services Department provides an integral connection between Council and the community, acting as a key frontline service delivery team. The Community Services Department provides a vital link between the community and key stakeholders such as the Queensland Police Service with council for CCTV in 'Public Spaces'.

- Responsible to lead the delivery of and subsequent reviews of the CCTV policy and guidelines.
- Manage and facilitate operational requirements associated with CCTV in 'Public Spaces' including:
 - Management of complaints regarding CCTV;
 - Provision of CCTV information/footage for release;
 - Undertake investigations into breaches of the CCTV policy;
 - Records/information management of CCTV data;
 - Public notification about CCTV location and purpose;
- Facilitate operational requirements associated with CCTV systems on Council's corporate buildings and depots (excluding Council's Waste Management Facilities) including:
 - Management of complaints regarding CCTV;
 - Provision of CCTV information/footage for release;
 - Undertake investigations into breaches of the CCTV policy;
- Management of all CCTV footage requests that are not an Information Privacy application and/or Right To Information requests;
- Preparation (and management) of Memoranda of Understanding (MOU) with State Government Agency partners in the CCTV 'Public Spaces' systems, e.g. QPS, Dept. Transport & Main Roads.
- Assist Corporate Strategy & Delivery to prepare funding applications and acquittals for CCTV in 'Public Spaces'.
- Referral of all requests to Departments for their consideration and comment on appropriateness, installation and maintenance costs associated with CCTV in 'Public Spaces'.
- Develop appropriate training on CCTV and compliance with relevant legislation for staff and council contractors.

Infrastructure Services Department

Infrastructure Services is responsible for the delivery, operations and maintenance of council's infrastructure, both the built and the natural environment. It encompasses 'hard' infrastructure including, roads, drainage systems, canals and parks. The Department provides project management that delivers major projects and assists with developing projects including the installation of CCTV in high risk Public Spaces. Included in the Department is the Waste & Resource Management Branch, providing a number of services to council and the community in the area of waste management.

- Manage CCTV systems in Council's Waste Management Facilities including:
 - Installation and maintenance of CCTV and associated equipment;
 - Monitor CCTV footage (live or recorded) for asset and staff protection;

- Management of complaints regarding CCTV;
- Provision of CCTV information/footage for release;
- Undertake investigations into breaches of the CCTV policy;
- Records/information management of CCTV data including assisting with requests for access to footage;
- Project Manage installation of new CCTV in high risk 'Public Spaces'.
- Contribution to the organisational CCTV system database including a secured Geographic Information System layer.
- Assist Corporate Strategy and Delivery to prepare funding applications and acquittals where relevant.

Corporate Services Department

The Corporate Services Department comprises of six branches - Procurement and Contracts, Corporate Governance, Finance, Human Resources, Information Communication Technology Services (ICTS) and Property Management. The Department provides expertise on governance matters, staff training, information and technology, funding opportunities and grant acquittals for council and manages the maintenance of council's buildings and facilities.

- Manage CCTV systems on Council's corporate buildings and depots (excluding Council's Waste Management Facilities) including:
 - Installation, maintenance of CCTV and associated equipment;
 - Records/information management of CCTV data;
- Manage maintenance and installation of replacement equipment of CCTV in 'Public Spaces'.
- Provision of CCTV footage requests that are an Information Privacy application and/or Right To Information request;
- Develop and oversee an organisational CCTV system database including a secured Geographic Information System layer.
- Assist Corporate Strategy & Delivery to prepare funding applications and assess expenditure of funds and changes to CCTV.
- Management of council's CCTV systems compliance with ICTS Security protocols.
- Deliver staff training on CCTV and compliance with relevant legislation.

Corporate Strategy and Delivery Department

The Corporate Strategy and Delivery Department focuses on strategic planning and management for both the region and the organisation including funding partnerships.

- Prepare funding applications and assess expenditure of funds inline with CCTV funding agreements.
- Identifying funding opportunities for CCTV system installation where required.

This Policy does not apply to CCTV cameras/systems under the control of the Sunshine Coast Airports.

Regional Strategy and Planning Department

The Regional Strategy and Planning Department prepares the integrated policy and strategy framework for the region covering land use, environment, transportation, open space, flooding and drainage and social infrastructure. The Department also deals with the various aspects relating to development covering planning applications, subdivisions, engineering and landscaping works, building and plumbing through to compliance with associated legislative requirements.

- Integration of CPTED principles within council's strategic planning.

Office of the Mayor and CEO

The Office of the Mayor and CEO delivers organisational leadership for key corporate initiatives, legal advice, audit compliance, statutory and corporate meeting management and facilitates government, business and community relationships.

- Provide legal advice relating to council's CCTV systems.

Measurement of success

- Compliance with relevant legislation.
- Enquiries relating to CCTV are managed to conclusion.
- The establishment and utilisation of a CCTV Assessment Framework.
- Consistency in the management of CCTV cameras.
- The existence of CCTV Operational Guidelines.

Definitions

Access Control: The term access control refers to the practice of restricting entrance to a property, a building, or a room to authorised persons.

Civil Aviation Safety Authority (CASA): CASA is the Australian national aviation authority (NAA), the government statutory authority responsible for the regulation of civil aviation. CASA has the primary responsibility for the maintenance, enhancement and promotion of the safety of civil aviation in Australia.

Closed Circuit Television (CCTV): Closed-circuit television (CCTV), also known as video surveillance, is the use of video cameras to transmit a signal to a specific place, on a limited set of monitors. Signal is not openly transmitted, though it may employ point to point (P2P), point to multipoint, or mesh wireless links.

CCTV is often used for surveillance in public spaces or for the protection of assets. This definition is inclusive of recording equipment, display equipment, transmission systems, transmission media, and control systems.

Council: means the Sunshine Coast Regional Council.

Law enforcement agency: Means any of the following:

- a) Queensland Police Service (QPS),
- b) a police force or police service of another State or a Territory,
- c) the Australian Federal Police,
- d) the Police Integrity Commission,
- e) the Australian Crime Commission,
- f) the Department of Corrective Services,
- g) the Department of Juvenile Justice,
- h) any other authority or person responsible for the enforcement of the criminal laws of the Commonwealth or of the State,
- i) a person or body prescribed for the purposes of this definition by regulations

Public space: Any place to which the public has access as of right or by invitation, whether express or implied and whether or not a charge is made for admission to the place. The public space can include, but is not limited to, public streets, public parks, public halls, museums,

galleries, aquatic centres, sports grounds, and libraries. For the use of this policy, Public Space does not include council's corporate buildings, depots or Waste Management facilities.

Secure area: A location where personal information is protected against loss, misuse and unauthorised access, use and disclosure.

Related policies and legislation

- Australian Standard 4806.1 – Closed Circuit Television (CCTV) Management and Operation
- Australian Standard 4806.2 – Closed Circuit Television (CCTV) Application Guidelines.
- Crime and Misconduct Act 2001
- Information Privacy Act 2009 (Qld)
- Local Government Act 2009
- Managing closed circuit television records – Guidelines for Queensland public
- Public Records Act 2002
- Queensland Government Authentication Framework
- Queensland Government CCTV Guidelines 2004
- Queensland Government Information Security Classification Framework (QGISCF)
- Queensland Government Information Standard 18: Information Security
- Queensland Government Information Standard 31: Retention and Disposal of Public Records
- Queensland Government Information Standard 40: Recordkeeping
- Queensland Government Information Standard 42:
- Right to Information Act 2009
- Sunshine Coast Council's Community Safety Policy 2014
- Sunshine Coast Council's Privacy Policy 2010
- The AS 2342-1992
- The General Retention and Disposal of Schedule for Administrative Records: QDAN249 v.6

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