

# **ATTACHMENT TO AGENDA ITEM**

**Ordinary Meeting**

**18 July 2017**

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# GREATER SHEPPARTON CITY COUNCIL

Policy Number 07.POL.3

## Volunteer Policy

Version 1.0

Adopted 19 April 2016

Last Reviewed 13 June 2017

<b>Business Unit:</b>	Community Strengthening
<b>Responsible Officer:</b>	Community Development Officer
<b>Approved By:</b>	Chief Executive Officer
<b>Next Review:</b>	August 2018

## PURPOSE

Greater Shepparton City Council recognises, where there is a vibrant culture of volunteering, communities are stronger due to the inclusiveness volunteering promotes in the community. Volunteers play a vital role in the Greater Shepparton community with many clubs, groups and organisations relying heavily on volunteers to continue to deliver the services and functions they provide to the community. Volunteering is an essential community resource which promotes active citizenship and social inclusion. This policy outlines Council's commitment to volunteers across the municipality.

## OBJECTIVE

The following list of objectives has been developed for how Council interacts with volunteers:

- Ensure standards of best practice and consistency in supporting volunteers within Council and the municipality
- Provide a consistent approach to recruitment of volunteers across Council
- Engage and retain volunteers
- Recognise and celebrate volunteers across the municipality
- Work to raise the profile of volunteering across the municipality
- Respond to emerging trends and issues in the volunteer sector

## SCOPE

Council is committed to the vision of volunteering within our region, recognising that volunteers are essential to all of Council's programs. Council relies heavily on volunteers to run many of our essential programs. This policy ensures volunteers across the municipality are supported with standards of best practice and consistency.

## DEFINITIONS

Reference term	Definition
Volunteer	Volunteering is time willingly given for the common good and without financial gain
Greater Shepparton City Council's Volunteer Strategy 2014-2018	This document outlines Council's commitment to volunteers. Key Directions and Action Plan were adopted by Council in August 2014.
Volunteering Australia	Peak body in Australia for volunteering organisations and volunteers.
National Standards for Volunteer Involvement	Set of standards created by Volunteering Australia to manage volunteers and volunteer programs.
Principles of Volunteering	Rationale for involving volunteers in projects, activities and or programs

## POLICY

## 1. Definition of Volunteering

Volunteering Australia defines that volunteering is time willingly given for the common good and without financial gain

Greater Shepparton City Council as a local government body reflects this definition in their commitment to volunteers.

## 2. Principles of Volunteering

Volunteering Australia developed the Principles of Volunteering in 1996 as a result of national consultation. These principles are a rationale or philosophy for involving volunteers in programs. Greater Shepparton City Council accepts these Principles of Volunteering:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is not a substitute for paid work
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

## 3. National Standards for Volunteer Involvement

Volunteering Australia has developed National Standards for volunteering, consisting of eight key elements. These elements represent the main activities that typically occur in organisations that involve volunteers regardless of their size or function. Greater Shepparton City Council has reflected the below key elements through the Procedure:

- **Leadership and Management:**  
The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement. This standard assists the organization to provide clear direction and guidance for the work of volunteers, as well as understand and mitigate any risks related to involving volunteers.
- **Commitment to Volunteer Involvement:**  
Setting out its commitment to volunteer involvement ensures that the organisation has a clear idea of why it is involving volunteers, the values and principles it will apply in its work with volunteers, and how the involvement of volunteers will enhance and support the work of the organisation.
- **Volunteer Roles:**  
Volunteer are engaged in meaningful and appropriate roles which contribute to the organisations purpose, goals and objectives. This standard assists the organisation to match volunteers with appropriate work roles, provide relevant

- and satisfying activities for volunteers and ensure involvement of volunteers contributes to the organisation.
- **Recruitment and Selection:**  
Recruitment and selection ensures that the organisation is effective in attracting appropriate volunteers and in screening to maintain safety and security. This standard helps ensure the organisations ensure prospective volunteers are provided with information to make informed decisions about working with the organisation to implement consistent procedures for assessing, selecting and placing new volunteers.
  - **Support and Development:**  
Volunteers understand their roles and gain knowledge, skills and feedback needed to safely and effectively carry out their duties. This standard assists the organisation to identify and provide orientation, skills development and ongoing support needed by volunteers, and to manage situations fairly and consistently where a volunteer may not be meeting the requirement of their role.
  - **Workplace Safety and Wellbeing:**  
The health safety and wellbeing of volunteers is protected in the workplace. This standard assists the organisation to meet its obligations for the health and safety of volunteers, manage risk and provide a supportive and responsive workplace for volunteers.
  - **Volunteer Recognition:**  
Volunteer contribution, value and impact is understood, appreciated and acknowledged. Volunteer recognition ensures that the organisation understands the contribution made by its volunteers and that it lets them know that this contribution is appreciated. This standard assists the organisation to develop and maintain a respectful relationship with its volunteers, ensuring that volunteers are encouraged to actively participate in the business of the organisation, provide feedback and appreciate the way their work benefits the organisation.
  - **Quality Management and Continuous improvement:**  
Effective volunteer involvement results from a system of good practice, review and continuous improvement. This ensures that the organisation has a way of monitoring how well its involvement of volunteers is working, and identifying and implementing ways of improving the outcomes for both volunteers and organisation. This standard assists the organisation to follow good practice in its policies and procedures, implement processes for review and evaluation, and systematically make ongoing positive change.

#### **4. Council's Key Strategic Directions**

In August 2014 Council adopted the Volunteer Strategy and Action Plan 2014-2018. The strategy provides a framework to ensure best practice standards of Council's volunteers at a local level. Below are listed key strategic directions in which Council endeavours to achieve in the volunteer sector.

- **Key Strategic Direction 1: Promotion**  
Council will work to raise the profile of volunteering across the Greater Shepparton municipality.

- Key Strategic Direction 2: Recruitment  
Council will provide a consistent approach to recruitment of volunteers
- Key Strategic Direction 3: Supporting  
Council will work towards ensuring our volunteers across the Greater Shepparton City Council municipality are supported with standards of best practice and consistency; providing opportunities to share information
- Key Strategic Direction 4: Celebrate and Recognise  
Council will acknowledge the valued contributions of volunteering in the Greater Shepparton municipality.

#### **RELATED POLICIES, DIRECTIVES AND GUIDELINES**

- Greater Shepparton City Council, Council Plan 2013-2017  
Goal 1: Active and Engaged Communities
- Community Development Framework
- Community Engagement Strategy
- Greater Shepparton City Council Volunteer Strategy and Action Plan 2014-2018
- Managing Volunteers CEO Directive

#### **RELATED LEGISLATION**

- N/A

#### **REVIEW**

This policy will be reviewed every 4 years by the Community Development Officer in partnership with internal and external stakeholders. It may be reviewed earlier upon recommendation from Greater Shepparton City Council Executive Team.

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**Peter Harriott**  
**Chief Executive Officer**

**Date**

#### **ATTACHMENTS:**

**Appendix A: Title of Appendix**  
**Attachment 1: Managing Volunteers Procedure**  
**Volunteer Induction Booklet**



VICTORIA POLICE

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## Safer City Camera Network Management of CCTV Footage Protocol

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**Process Owners:**

Victoria Police: Local Area Commander, Greater Shepparton PSA

Council: Manager Neighbourhoods, Greater Shepparton City

Council

**AMENDMENT RECORD**

Issue No.	Issue Date	Description of Amendment	Authorised by
1		Original	

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## REFERENCES

Should any inconsistency occur between this document and the references, Reference A holds precedence followed by Reference B.

- A. Information Privacy Principles and Health Information Principles of the *Information Privacy Act 2000* and the *Health Records Act 2001*;
- B. the Memorandum of Understanding (MOU) as agreed between Victoria Police and Greater Shepparton City Council for the Safer City Camera Network;
- C. the Victoria Police Manual (applies to Victoria Police staff only); and,
- D. the Greater Shepparton City Council, Safer City Camera Network Policy and Standard Operating Procedure.

## PURPOSE

This Protocol provides procedures for the management, including recording, accessing and deleting, of all footage generated through the Safer City Camera Network.

## OBJECTIVES

The objectives of this Protocol are to:

- a. provide clear processes for the management of footage; and,
- b. align work culture to support compliance with the Information Privacy Principles and Health Information Principles of the *Information Privacy Act 2000* and the *Health Records Act 2001* and the *Commissioner for Law Enforcement Data Security (CLEDS) Standards*.

## SCOPE

This Protocol applies to all Victoria Police and Greater Shepparton City Council staff and their contractors.

## DEFINITIONS

**Camera Zones.** A camera zone is an area of public open space or an installation, covered by the Camera Surveillance Network.

**Camera Patrol.** A camera patrol is a zone or area pattern covered by a PTZ (pan, tilt and zoom) camera.

**Communications Room** – Shepparton Police Station, Control Room where Victoria Police and monitoring staff may view real time CCTV footage.

**Council** – Greater Shepparton City Council (the owner).

**Monitoring Officer** – A person engaged by the Council for the purposes of operating the camera network. Monitoring Officers are delegated to have unsupervised access to the camera network.

**Monitoring Room** – Shepparton Police Station Control Room where primary active monitoring of the Safer City Camera Network occurs.

**Network Manager** – The Manager Neighbourhoods is the Council's representative who is responsible for the overall operation and integrity of the network

**Police Manager** – The Station Commander, Shepparton Police Station is the Victoria Police representative who is the senior supervisor of the police facility hosting any part of the camera network, such as monitors, and/or digital recording equipment.

**Safer City Camera Network** – The camera network is the closed circuit television (CCTV) system and all its components installed to assist the Victoria Police with public safety management.

VPASC – Victoria Police Archives & Storage Centre

## PROTOCOLS

### MONITORING

#### Guiding Principles

Any person authorised to monitor and/or operate the cameras will always act with utmost probity. Every use of the cameras will accord with the principles and key objectives of the system (as detailed in the Safer City Camera Network Policy) and shall be in compliance with the Safer City Camera Network Protocols.

Only trained and authorised staff with responsibility for using the Safer City Camera Network equipment will have access to the operating controls.

#### Council Monitoring

The Council will employ monitoring officers to actively monitor CCTV images as detailed in the Communication and Liaison Protocol. Monitoring Officers are authorised to take cameras ‘off patrol’, and adjust the pan, tilt and zoom controls of cameras to obtain the best view of an incident or a potential incident to enable further assessment or to record evidence.

Where a Monitoring Officer observes an incident or a potential incident, the Monitoring Officer is authorised to operate individual cameras to cause the best view to be displayed on the monitor. The Monitoring Officer will report the incident in line with the Communication and Liaison Protocol.

#### Police Monitoring

Victoria Police members may monitor the Safer City Camera Network for specific command and control use, targeting specific crime operations, conducting any law enforcement function or activity or for dealing with such situations as, but not limited to, the following:

- a. incident response (for example, assessment of incidents reported by the Monitoring Officer)
- b. emergencies (for example fires and floods);
- c. explosive incidents;
- d. hazardous materials;
- e. siege or hostage situations;
- f. sporting or entertainment events;
- g. crowd control;
- h. terrorist incidents; and
- i. any other incident which may impact on the safety, security, protection and wellbeing of the public.

## **PROCESSING OF RECORDED INFORMATION**

### **Processing**

Processing means obtaining, recording or holding the information or data recorded by the Safer City Camera Network or carrying out any operation or set of operations on the information or data, including:

- a. retrieval, consultation or use of the information or data;
- b. organisation, adaptation or alteration of the information or data;
- c. disclosure of the information or data by transmission, dissemination or otherwise making available; or,
- d. alignment, combination, blocking, erasure or destruction of the information or data.

### **Operators Instructions**

Technical instructions on the use of equipment housed within the monitoring room are contained in a separate manual provided by the equipment suppliers. A copy is also to be located in the office of the Police Manager and Network Manager.

### **Download Footage**

The ability to download footage from the Safer City Camera Network will only be available from the Shepparton Police Station. The CCTV download facility will only be operated by trained users authorised by the Police Manager in accordance with the Victoria Police Manual Policy for CCTV Footage.

### **Destruction of Footage on the Safer City Camera Network**

Footage recorded by the Safer City Camera Network must be retained for a minimum period of 31 days. Footage on the Safer City Camera Network will automatically delete after this time without manual intervention by Council or Police staff. Security of the hard drive will be maintained through storage of this equipment in a locked cabinet to ensure that unauthorised manual deletion of footage does not occur.

## **HANDLING OF DOWNLOADED RECORDED MATERIAL**

Footage downloaded from the Safer City Camera Network by Victoria Police will be managed in accordance with the Victoria Police Manual Policy for CCTV Footage to ensure compliance with the CLEDS Standards.

### **Collection**

If a Victoria Police member believes that a recording relevant to an investigation has been captured on a Safer City Camera Network, the creation of a copy of CCTV footage should be collected from the Safer City Camera Network as soon as practicable.

Only the Police Manager or their appropriately trained delegate is permitted to retrieve, capture and record camera imagery to removable media. Unless authorised by the Network Manager in consultation with the Police Manager, no Council employee is to have access to download footage from the network.

Victoria Police members may access images or recordings generated from the Safer City Camera Network by making a request to the Police Manager. Requests for copies of

images captured by the Safer City Camera Network shall be made on the form prescribed by the Police Manager and directed to the Police Manager, Shepparton Police Station, Welsford Street, Shepparton.

The footage should be copied on to dedicated, non-rewritable media wherever possible. The footage must be appropriately labelled. The media should be labelled prior to recording to avoid potential confusion. As far as possible the copy of footage shall be made in the presence of the Informant who shall include in their statement how they obtained the footage. This will limit the need for other staff to give evidence.

### **Recording of Downloads**

Details of any downloaded images or recordings will be recorded on a register which will be located in the Station Commander's office at the Shepparton Police Station and will be subject to regular review. This register will contain information including the date of the download, description of the footage/incident, date and time noted on footage, name of case or file reference, name and signature of relevant police member. Recording of copies and/or movements of downloaded footage will be made in accordance with the Victoria Police Manual requirements.

### **Evaluation and Action**

The footage must be assessed by the investigating officer to determine the appropriate security classification and use of the information.

### **Sharing**

Sharing of downloaded footage is only permitted in line with the Communication and Liaison Protocol and the Victoria Police Manual.

When transferring the footage the investigating member should determine the risk associated with the information transfer. Based on the risk assessment and the security classification of the material, the most appropriate method for transfer may include:

- a. by hand for example police employee to police employee or police employee to third party
- b. courier service
- c. registered mail
- d. copies **should not** be sent by DX unless exceptional circumstances exist, and justified by the Work Unit Manager in writing.

### **Review, Retention and Disposal**

#### **Storage**

The CCTV footage must be stored according to the local procedures that comply with the Victoria Police Manual. Downloaded footage must be stored on police premises in a location that is cool, not in direct sunlight and secure (in line with the security classification of the material).

The footage must not be stored or played on a non-police computer and copies must not be taken offsite for storage.

**Review and Retention**

The investigating officer or work unit manager/supervisor should review CCTV records at regular intervals to determine the ongoing value of the footage. Based on the importance of the footage, the expected investigation/prosecution timeframe and required retention periods, consideration should be given to the creation of an archival quality copy of the material.

When Work Unit Managers determine that disposal or archiving action is required in line with the current retention and disposal schedule they should seek the advice from the VPASC.

**Destruction**

When disposal is required by the current Victoria Police retention and disposal schedule, all removable media copies of CCTV footage held by must be destroyed by the VPASC who has a secure destruction machine for this purpose. Please seek advice from VPASC prior to transfer or disposal.

# GREATER SHEPPARTON CITY COUNCIL

Policy Number 10.POL2

## Safer City Camera Network Policy Version 2.0

Adopted: April 18 2017  
Last Reviewed: March 2017

<b>Business Unit:</b>	Community Strengthening, Neighbourhoods
<b>Responsible Officer:</b>	Community Safety Officer
<b>Approved By:</b>	Greater Shepparton City Council
<b>Next Review:</b>	March 2019

**PURPOSE / BACKGROUND**

On 21 June 2011 Council adopted the Safer City Strategy 2011-14 for the Central Business District (CBD) and Victoria Park Lake Precinct. This document was developed after extensive community consultation and identifies initiatives to address community safety issues (perceived and actual) together with broader strategies. A key priority within this Strategy is the installation of a "Safe City Camera Program" (Closed Circuit Television [Safer City Camera Network]) to monitor hot spots of crime and anti-social behaviour.

In April 2012, Council received funding from the Department of Justice Public Safety Infrastructure Fund, to support the implementation of a Safer City Camera Network within the Shepparton CBD area. In consultation with local Victoria Police and the community, a network area was established with delivery prioritisation informed by Victoria Police.

The Safer City Camera Network was developed as part of a multifaceted community safety approach to be delivered within the Shepparton CBD and works to enhance the realities and perceptions of community safety. The area encompassing the camera network area includes Shepparton's late night precinct together with the Maude Street Mall, cinema, taxi ranks and the Maude Street bus interchange. The Network aims to assist with the detection of, and Victoria Police response to, anti-social behaviour, crimes against the person and property within the camera network area. The Network takes a proactive and preventative approach utilising an active monitoring model during peak times. Active monitoring is used to assist with the identification of incidents allowing for attendance by Victoria Police prior to the incident escalating.

**OBJECTIVES**

Following is a list of objectives which have been developed for the Safer City Camera Network:

- Improve perceptions of safety within the network area and late night venues through community awareness
- Reduce anti-social behaviour and property damage within the Maude Street Mall, Maude Street Bus Interchange and late night venues within the network area
- Encourage increased community confidence and enjoyment of public spaces and retail areas within the network area
- Support local Police in their capacity to detect and respond effectively to incidents, antisocial behaviour or escalation of identified incidents
- Approved utilisation of the captured digital footage as evidence to assist with the identification, detection and prosecution of offenders
- Increase community confidence in Police and community safety within Greater Shepparton
- Operate a best practice state of the art Safer City Camera Network within the Shepparton central business district
- Develop, strengthen and enhance existing relationships in developing community safety initiatives within Greater Shepparton.

1.

**SCOPE**

The Safer City Camera Network incorporates CCTV cameras on a mixed fibre optic and wireless network connected to a central control room located at the Shepparton Police Station. Digital images/footage is transmitted live to the control room to enable

monitoring 24 hours a day. Monitoring is undertaken in a passive capacity by Victoria Police with active monitoring by a control room staff member employed by the Greater Shepparton City Council at peak times on Friday and Saturday nights as agreed between Victoria Police and Council. All images are recorded and retained for 31 days unless otherwise downloaded for legal reasons.

## DEFINITIONS

Reference term	Definition
CCTV	Closed Circuit Television
CLEDS	Commissioner for Law Enforcement Data Security Standards
Council	Greater Shepparton City Council
CBD	Central Business District
Vic	The state of Victoria in Australia
PTZ camera	Pan, Tilt, Zoom – CCTV cameras which are able to be remotely manoeuvred by the camera operator
Fixed camera	CCTV cameras which are set in a fixed location and are unable to be remotely manoeuvred.
FOI	Freedom of Information
SOP	Standard operating procedure
MOU	Memorandum of Understanding

## POLICY

### 1. Network Principles

The purpose of the Greater Shepparton City Council Policy for the Safer City Camera Network is to ensure that all Network operations will be conducted in accordance with the following principles:

1. The Safer City Camera Network will be operated with integrity and within applicable laws as outlined in this Policy.
2. The system will be operated with due regard to the privacy and civil liberties of individual members of the public.
3. Public interest in the Safer City Camera Network operations will be recognised by ensuring the security and integrity of all recorded material and operational procedures.
4. All stakeholders will act in accordance with this Policy.
5. Monitoring of Safer City Camera Network images will be restricted to authorised Victoria Police and Greater Shepparton City Council staff.
6. The Safer City Camera Network operations will be regularly monitored and evaluated to identify whether the Policy and Protocols of the program are being complied with and the objectives and principles are being achieved.
7. The retention of, and access to any recorded Safer City Camera Network footage will be in accordance with the Victoria Police and Greater Shepparton City Council `Safer City Camera Network Management of CCTV Footage



Protocol' and the *Commissioner for Law Enforcement Data Security (CLEDS) Standards*.

8. Communication and exchange of information between the Greater Shepparton City Council and Victoria Police will be conducted in accordance with the Victoria Police and Safer City Camera Network Communication and Liaison Protocol and Memorandum of Understanding.
9. The public will be provided with clear and easily accessible information in relation to the operation of the Safer City Camera Network including processes to request and digital footage.

## 2. Camera Design and Location

Appropriate CCTV hardware and software has been procured to ensure maximum resolution and picture quality. All cameras are of colour resolution and are a mix of fixed and PTZ cameras to enable effective monitoring. The technology used will be regularly reviewed to ensure equipment is appropriate for the purposes of the Safer City Camera Network.

Cameras are installed in those areas of the Shepparton CBD that are subject to high incidents of crimes against the person, property damage, anti-social behaviour and where there is a poor perception of safety. The network area has been determined in consultation with the Victoria Police and the wider community with priority areas informed by statistics and Victoria Police. Schedule A annexed hereto contains details of camera locations. This schedule may be amended from time to time upon authorisation of the Chief Executive Officer.

## 3. Control Room and Monitor Locations

The Safer City Camera Network Control Room is located at the Shepparton Police Station. Access to the Control Room when the system is in operation will be restricted to authorised Greater Shepparton City Council and Victoria Police staff and contractors only as nominated in the Safer City Camera Network Control Room Standard Operating Procedure (SOP).

A SOP has been developed to guide Control Room operation for use by all authorised Victoria Police and Greater Shepparton City Council staff working in the Control Room. The SOP has been developed in accordance with AS4806.1-2006 CCTV Management and Operation.

Where Greater Shepparton City Council employs staff to monitor footage captured by the Safer City Camera Network, Council will recruit and select for this position in accordance with AS4806.1-2006 and the Greater Shepparton City Council Recruitment and Selection Corporate Procedure whilst giving consideration to the *Private Security Act 2004 (Vic)*.

Safer City Camera monitors are located as outlined below:

- Control Room, Shepparton Police Station
- Watch House, Shepparton Police Station

## 4. Roles and Responsibilities

The roles and responsibilities of Greater Shepparton City Council and Victoria Police are clearly specified in the MOU, Management of Footage and Communication and Liaison Protocols. The MOU, Protocols and Policy recognise that both parties are network users

with Greater Shepparton City Council as the owner of the Safer City Camera Network and that Victoria Police are responsible for the management of the recorded data (pursuant to CLEDs Guidelines and the Victoria Police Manual).

## 5. Signage

Greater Shepparton City Council and Victoria Police have a responsibility to advise the community that they are in an area where there is Safer City Camera Network cameras and that they may be observed and recorded. As referred to in *AS4806.1:2006*, Part 11, signage at all CCTV system site entries (as a minimum) shall comply with the applicable Federal, State and Territory Privacy and Surveillance Legislation and shall comply with the requirements of *AS 2342-1992*. Signage for the Safer City Camera Network will therefore abide by the following requirements:

- 5.1.1 Signs are placed at each main access point to the Safer City Camera Network coverage area where members of the public are reasonably entitled to use and be monitored.
- 5.1.2 Signs are easily understood by members of the public including people who are from non-English speaking backgrounds. Signage should ensure a mix of worded text and symbols.
- 5.1.3 Signs are 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.
- 5.1.4 Signs should identify Greater Shepparton City Council as the owner and Victoria Police as users of the Safer City Camera Network system.
- 5.1.5 Signs include details of who to contact if there is a problem, enquiry or complaint.
- 5.1.6 Signs are checked regularly for damage and theft with the location and number of signs specified in this Policy.

## 6. Responsible Officers

Greater Shepparton City Council Responsible Officers	
General enquiries and system failures	Community Safety Officer – Ph (03) 5832 9792 Team Leader Community Strengthening – Ph (03) 5832 9700 90 Welsford Street, Shepparton 3630
Media	Communications Branch – Ph: (03) 5832 9700 90 Welsford Street, Shepparton 3630
Governance	Chief Executive Officer – Ph (03) 5832 9700 Director Community - Ph (03) 5832 9700 90 Welsford Street, Shepparton 3630
Authorised Officers	Chief Executive Officer Director Communities Manager Neighbourhoods Team Leader Community Strengthening Community Safety Officer Control Room Operators Or any other Council officer as authorised by the Chief Executive Officer
Victoria Police Responsible Officers	
Requests for release of digital footage	Freedom of Information Office Victoria Police

	Ph: (03) 9247 6801 Email: <a href="mailto:foi@police.vic.gov.au">foi@police.vic.gov.au</a> <a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
General Enquiries	Station Commander, Shepparton Police Station Ph: (03) 5820 5777 Welsford Street, Shepparton 3630
Authorised Officers	Sworn members of the Victoria Police at the discretion of the Station Commander, Shepparton Police Station and the Inspector, Greater Shepparton Police Service Area.

## 7. Complaints

### Lodging a Complaint

Public complaints in relation to any aspect of Safer City Camera Network operations must be made in writing to:

*Chief Executive Officer  
Safer City Camera Network  
Greater Shepparton City Council  
Locked Bag 1000  
SHEPPARTON VIC 3632*

### Information Privacy Complaints

Wherever a complaint indicates that an information privacy security principle has been breached, the Greater Shepparton City Council will conduct an internal review.

### Council Directions

As outlined in the MOU complaints made by the public to Greater Shepparton City Council which relate specifically to Victoria Police Policy or Procedures or Victoria Police members may be referred to the Station Commander at the Shepparton Police Station, the Professional Standards Command or the Independent Broad Based Anticorruption Commission.

### Victoria Police Directions

Complaints made by the public to Victoria Police regarding the general operation of the Safer City Camera Network system will be referred to the Greater Shepparton City Council representative.

## 8. Management of Digital Images / Footage

Images captured by the Safer City Camera Network will be recorded and stored for a period of 31 days, unless otherwise downloaded in relation to legal matters.

Requests for images must be managed in accordance with the Safer City Camera Network Management of CCTV Footage Protocol and the Safer City Camera Network Communication and Liaison Protocol.

All images downloaded from the Safer City Camera Network system will be undertaken by authorised officers of Victoria Police or Greater Shepparton City Council and managed in accordance with the Victoria Police Manual Policy and in compliance with the CLEDS Standards.

If a person other than a serving member of Victoria Police or authorised officer of the Greater Shepparton City Council wishes to access images, an application under the Freedom of Information (FOI) Act is to be made to Victoria Police through normal FOI

procedures. The Victoria Police responsible officer will ensure that copies of the images are made and stored as per the procedures manual.

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

*Freedom of Information Office*  
*Victoria Police*  
*637 Flinders Street*  
**DOCKLANDS VIC 3008**  
*Ph: (03) 9247 6801*  
*Email: [foi@police.vic.gov.au](mailto:foi@police.vic.gov.au)*  
*Website: [www.police.vic.gov.au](http://www.police.vic.gov.au)*

NB: This office does not have a customer service counter and accordingly any contact must be made via telephone or in writing. An FOI application fee will be payable upon application.

## 9. Maintenance

Greater Shepparton City Council is responsible for ensuring that the Safer City Camera Network system is properly maintained, as outlined in the MOU and Protocols, to ensure that it continues to meet its objectives. This responsibility more particularly includes that:

- all Safer City Camera Network recording equipment is in a fully functional working order
- clear, recorded vision from each camera is maintained with a record kept of any non-operational times
- obstructions to camera views (foliage, umbrellas, street trees and signage) once reported to Council are actioned
- equipment faults are recorded and attended to in the shortest possible time frame
- all authorised officers contact lists are updated and current.

Maintenance involves a variety of aspects in relation to the network system, including but not limited to:

1. <b>ACTION</b>	2. <b>RESPONSIBILITY</b>
3. Regular system and operational checks 4.	5. Monitoring Officer, Council Authorised Officers and Maintenance Contractor
6. Wear-and-tear checks on network components	7. Council Authorised Officers, Maintenance Contractor
8. Camera lens cleaning	9. Maintenance Contractor, Council Infrastructure Officers
10. Removing obstructions	11. Council Infrastructure Officers
12. Ensuring the date and time are correct	13. Monitoring Officer, Council Authorised Officers, Maintenance Contractor
14. Restoring the system after power failures	15. Council Authorised Officers, Maintenance Contractor
16. Repair after acts of vandalism	17. Council Infrastructure Officers, Maintenance Contractor
18. Test recordings comparison to "reference" recordings made at the time of installation	19. Maintenance Contractor

20. Ensuring that all checks and maintenance are logged	21. Council Authorised Officers
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The Maintenance Contractor (engaged by Council, either under warranty or through contract) shall undertake a network system inspection once every three (3) months, not less than 12 weeks and not more than 14 weeks apart. The Maintenance Contractor is required to carry out a complete Safer City Camera Network inspection and test of the operation of the installed surveillance system components. The inspection and test shall include but not be limited to the following:

- i. check operation of each camera
- ii. annually renew Genetec licence for network software
- iii. clean outer cover and viewing window of each camera
- iv. every 2 years replace all lower acrylic dome covers exposed to the weather
- v. check operation of all wireless network devices as appropriate
- vi. check operation of Control Room workstation and display monitors
- vii. check operation of Virtual Memory System by simulating image retrieval process
- viii. system database backup
- ix. archive historical images
- x. check operational status of equipment power supplies.
- xi. perform a network test for each wireless link and undertake a comparison with preliminary installation results.

At the completion of each inspection and test, the Maintenance Contractor shall compile a report indicating that the works above have been completed. This report shall include as a minimum details pertaining to each test undertaken; whether it passed or failed, date of test, testers name and signature and comments in relation to the overall operational status of the network system.

Where any item is found to be faulty or considered likely to fail in the short term, this shall be reported immediately to the Greater Shepparton City Council Network Manager for further action. Where this is a warranty related issue the Maintenance Contractor shall undertake immediate rectification.

## 10. Auditing

This Policy supports the required auditing process as stated in the Safer City Camera Network Communications and Liaison Protocol. The Greater Shepparton City Council Audit & Risk Committee shall undertake an annual audit of the Safer City Camera Network. The audit committee will:

- i. Report on the management of the Safer City Camera Network and ensure adherence to agreements, Protocols and the applicable laws specified in this Policy in the operation of the Safer City Camera Network;
- ii. Promote public confidence in the Safer City Camera Network system by ensuring its operations are transparent and subject to public scrutiny; and
- iii. Make recommendations to the Greater Shepparton City Council and Victoria Police through the Safer City Camera Network Steering Committee to improve the integrity of the Safer City Camera Network system and operations.

The Safer City Camera Network Audit Report should be addressed and submitted to the Safer City Camera Network Steering Committee for validation and then submitted to the

next available Greater Shepparton City Council Executive meeting. The audit should consider the following:

- i. Independent verification that operational objectives and principles have been met;
- ii. Random audits of the access and data logs and the release and destruction of recorded material;
- iii. Review and evaluation of compliance with the Safer City Camera Network Management of Footage Protocol, Safer City Camera Network Communication and Liaison Protocol, Safer City Camera Network Standard Operating Procedure, and this Policy; and
- iv. Independent assessment of the Safer City Camera Network operation's financial management, including a review of budgeted and real costs, operational costs, such as real time monitoring and system maintenance.

Audit results will be made available for inclusion in any Safer City Camera Network evaluation reports as necessary.

## **11. Safer City Camera Network Evaluation**

Greater Shepparton City Council and Victoria Police evaluate the Safer City Camera Network annually. This evaluation is informed by an independent audit process.

The results of the evaluation will be provided to the Safer City Camera Network Steering Committee for presentation to the Greater Shepparton City Council and Victoria Police. This report will include any recommendations for improvements or changes in ongoing operation and management of the Safer City Camera Network.

## **RELATED POLICIES AND DIRECTIVES**

This Policy is supplemented by a set of protocols and agreements giving instructions on all aspects of the operation of the Safer City Camera Network as agreed upon between Greater Shepparton City Council, Victoria Police and other significant stakeholders. Below is a brief description of these protocols and agreements.

- **Memorandum of Understanding**

Memorandum of Understanding (MOU) has been agreed upon between Greater Shepparton City Council and Victoria Police, and Greater Shepparton City Council and Shepparton Retail Holdings Pty Ltd. The purpose of these MOU's is to detail the agreed understanding between the parties for the ownership, management, operation, use and evaluation of the Safer City Camera Network.

- **Safer City Camera Network - Management of Footage CCTV Protocol**

This document provides procedures for the management, including recording, accessing, requesting and deleting, of all footage generated through the Safer City Camera Network area. Objectives of this protocol include providing clear processes for the management of footage and aligning work culture to support compliance with the Information Privacy Principles, Health Information Principles of the *Information Privacy Act 2000*, the *Health Records Act 2001* and *CLEDS Standards*.



- **Safer City Camera Network - Communications and Liaison Protocol**

This document provides procedures for the communication and liaison for the effective management and operation of the Safer City Camera Network. Objectives of this protocol include providing clear roles and responsibilities for CCTV system operations and management; and align work culture to support compliance with the Information Privacy Principles, Health Information Principles of the Information *Privacy Act 2000* and the *Health Records Act 2001* and *CLEDS Standards*.

- **Safer City Camera Network Control Room Standard Operating Procedure (SOP)**

This document provides guidance for the operation and management of the Control Room in accordance with *AS 4806.1-2006 CCTV Management and Operation*. The SOP includes information in relation to (but not limited to) access and security, shifts, incident identification, recording and response processes, system or procedural failure responses and footage monitoring, occupational health and safety.

- **Licensing Agreement**

This term refers to a written agreement entered into between Greater Shepparton City Council and private property owners within Shepparton central business district. This agreement provides permission to Greater Shepparton City Council to locate Council owned Safer City Camera Network equipment on privately owned assets for the purpose of undertaking community safety surveillance within the area.

- **Operation Manuals (equipment specific)**

These are the manuals supplied by the network integrator, containing comprehensive details in relation to operation of the Safer City Camera Network equipment. These manuals can be used for training purposes and include camera operator instructions. Operation manuals will be stored in the Control Room at the Shepparton Police Station and will be made accessible only to responsible officers.

## RELATED LEGISLATION

### Australian Standards

Standards Australia's CCTV standards represent best practice in CCTV Operation. The CCTV system shall conform and be operated in accordance with the following Australian standards where applicable:

- AS 4806.1–2006 Closed circuit television (CCTV) – Part 1: Management and Operation.
  4. This standard provides recommendations for the operation and management of closed circuit television (CCTV) within a controlled environment, where data that may be offered as evidence is received, stored, reviewed or analysed.
  5. The standard includes recommendations related to CCTV management, procedures, CCTV operator staff screening, response, privacy, recorded material management, documentation licensing and signage.
- AS 4806.2–2006 Closed circuit television (CCTV)–Part 2: Application guidelines.
  6. This standard provides recommendations for the selection, planning and installation of closed circuit television systems comprising camera(s), monitor(s),

video recorders(s), switching, control and ancillary equipment for use in security and surveillance applications.

- AS 4806.3–2006 Closed circuit television (CCTV)–Part 3: PAL signal timings and levels.

7. This Standard provides requirements for PAL signals used in closed circuit televisions (CCTV) equipment and systems with an analogue input or an analogue output or both. Compliance with this standard is primarily an issue for equipment manufacturers.

- AS 4806.4–2008 Closed circuit television (CCTV)–Part 4: Remote video.

8. This Standard outlines the requirements and recommendations for the design, installation, commissioning, operation and remote monitoring of detector-activated alarm verification, interactive video management and remotely monitored CCTV surveillance systems.

- AS 2342:1992 Development, testing and implementation of information and safety symbols and symbolic signs.

This Standard specifies principles and procedures for determining the need, selection, testing and design of graphic symbols. This is relevant to the Safer City Camera Network where signage will be used in locations where people assemble or move to provide them information noting that they are in an area where they may be monitored and recorded via CCTV.

### **Commonwealth and State Legislation**

CCTV Operations will be conducted in accordance with Commonwealth and State Legislative requirements, which includes:

#### ***Commonwealth***

*Federal Privacy Act 1988*

Establishes and regulates privacy principles for individuals, corporate entities and personal information.

*Surveillance Devices Act 2004*

Regulates use of optical surveillance devices without warrant.

#### ***Victoria***

*Information Privacy Act 2000 (Vic)*

Regulates the collection, use and disclosure of 'personal information' (other than health information) about individuals, including surveillance-captured information that is recorded and in which a person is potentially identifiable.

*Surveillance Devices Act 1999 (Vic)*

Prohibits, in different circumstances, listening and optical surveillance devices to monitor private conversations and activities, and use of tracking devices. Establishes exceptions, for example, for



	authorised law enforcement activities. The Act specifically applies to the optical surveillance of private activities and in its definition of 'private activities' excludes activities carried on outside buildings.
<i>Charter of Human Rights and Responsibilities Act 2006 (Vic), in particular ss7, 13</i>	Makes it unlawful for public authorities to act in a way that is incompatible with human rights listed in the Charter, including the right not to have privacy arbitrarily interfered with. Requires any interference (such as through surveillance, recorded or unrecorded) to be demonstrably justified.
<i>Public Records Act 1973 (Vic)</i>	Provides requirements for the capture, access to, control, records management, storage and disposal of data.
<i>Freedom of Information Act 1982 (Vic)</i>	Provides the community with the right to request information about the activities of government agencies, including CCTV data held by a CCTV owner operator.
<i>Evidence Act 2008 (Vic)</i>	Establishes the legal standard for the admissibility of evidence, including CCTV data.
<i>Private Security Act 2004 (Vic)</i>	The Security Act deals with licensing requirements for the Victorian security industry. It applies to the installation, maintenance and operation of CCTV cameras and the relevant license requirements to be held by particular CCTV contractors.

*(Reference: Guide to Developing CCTV for Public Safety in Victoria, a Community Crime Prevention Initiative (2011) Community Crime Prevention Unit, Department of Justice).*

### **Related Strategic Documents**

The implementation of the Safer City Camera Network supports the following Greater Shepparton City Council strategic documents:

- *Greater Shepparton 2030 Strategy* (Direction 1 - Settlement and Housing, Direction 2 - Community Life, Direction 4 – Economic Development and Direction 5 – Infrastructure)
- *Greater Shepparton City Council, Council Plan 2013-2017* (Goal 1: Active and Engaged Communities (Social) Objective 3 and Goal 2: Economic Prosperity (Economic) Objective 1)
- *Community Safety Strategy 2014-2017*
- *Community Development Framework*
- *Community Engagement Strategy*

**REVIEW****Policy**

This Policy will be reviewed every two years or earlier upon recommendation from the Safer City Camera Network Steering Committee.

A minor change to the Safer City Camera Network Policy may be made with agreement of the Chief Executive Officer of the Greater Shepparton City Council in consultation with the Inspector of the Shepparton Police Station. Any such change will be advised to the Greater Shepparton City Council Councillors. What may be considered a minor change will be determined at the discretion of Greater Shepparton City Council's Executive Team.

A major change to the Safer City Camera Network Policy will take place only after consultation with relevant stakeholders and upon the agreement of the Greater Shepparton City Council. What may be considered a major change will be determined at the discretion of Greater Shepparton City Council's Executive Team.

**Protocols and Standard Operating Procedures**

Changes to Protocols or Standard Operating Procedures will be made in consultation between Victoria Police and Greater Shepparton City Council. Any proposed changes must be considered in light of the Policy and resultant implications to ensure consistency and ongoing viability.

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**Peter Harriott**  
**Chief Executive Officer**

**Date**

**ANNEXURES****SCHEDULE A****Camera Information**

A total of 16 cameras have been installed within the Safer City Camera network area in the following areas:

Camera Number	Location
1	Fryers Street Taxi Rank (corner of Fryers and Wyndham Street)
2	Corner Fryers and Wyndham Streets
3	Corner Fryers and Maude Streets
4	Maude Street Mall Central (corner of Stewart and Maude Streets)
5	Carpark/Multideck car park
6	Corner High and Maude Streets
7	Corner Vaughan and Maude Streets
8	Corner High and Wyndham Streets
9	Coles car park Vaughan Street – ptz
10	Coles car park west, looking north - fixed
11	Coles car park west, looking east – fixed
12	Coles car park west, looking south – fixed
13	Coles car park east, looking Vaughan Street – fixed
14	Coles car park east, looking central - fixed
15	Coles car park east, Ashenden Street entrance - fixed
16	North Street Taxi Rank - fixed
17	North Street - ptz
18	Wyndham Street Taxi Rank – fixed
19	Wyndham Street – ptz
20	GVW Laneway - ptz

This Schedule may be amended from time to time upon approval of the Chief Executive Officer.

# GREATER SHEPPARTON CITY COUNCIL

Policy Number 55.POL1

## Community Planning Policy

Version 2.0

Adopted 17 December 2013

Last Reviewed 18 July 2017

<b>Business Unit:</b>	Neighbourhoods
<b>Responsible Officer:</b>	Community Development Coordinator
<b>Approved By:</b>	Chief Executive Officer
<b>Next Review:</b>	July 2021

## PURPOSE

Greater Shepparton City Council is committed to develop Community Plans for all communities within the municipality and to work in partnership with community members to implement their Community Plans. Community Planning is a bottom up approach to planning for the future of an area that is led by the community themselves. The Policy outlines how Council will support communities to develop, implement and review Community Plans.

## OBJECTIVE

The following list of objectives has been developed for the Community Planning program.

1. Ensure that local communities within the municipality have a shared view and understanding of community planning.
2. Capacity building for individuals and communities in line with Asset Based Community Development (ABCD).
3. That the community planning process is based on the values of democracy, trust, equity, social justice, openness, mutual respect, collaboration and inclusion.
4. Recognise that community members have the desire and knowledge to contribute to decision making in their own communities.
5. Recognise that communities want to be worked with rather than worked on by all sectors in which they engage.
6. Focused on achieving sustainable outcomes that are implementable.

## SCOPE

**A)** Council is committed to the development, implementation and review of the Community Planning program. The Community Planning Policy specifies the Community Planning principles and strategic direction for the implementation of the Community Planning program within Greater Shepparton.

## DEFINITIONS

Reference term	Definition
ABCD	Asset Based Community Development – the philosophy which community planning is based on.
Capacity Building	Development of awareness, knowledge, skills and operational capability by certain people, normally the community, to achieve their purpose.
Community	A community is defined as a small town, locality or neighbourhood.
Community Plan	Community Plan is a written document which identifies a community's vision for the future and the priorities it has identified to achieve this vision.
Community Plan Implementation Fund (CPIF)	Council budget allocated specifically to contribute towards implementation of the Community Plan's
Community Plan Steering Committee	Group of community members who form to oversee the development, implementation and review of Community Plan's.

Community Development Officer	A staff member from Council's Neighbourhoods Department whose role is to act as a conduit between Council and the Community Plan Steering Committee.
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## POLICY

### 1. Community Planning Principles

The purpose of Community Planning is to give local people greater ownership of the plans that affect their local area, empowering local people to take a proactive role in shaping the future of the areas in which they live (urbanforum.org.uk).

The Community Planning process in Greater Shepparton is underpinned by the Asset Based Community Development (ABCD) approach which is a large global movement that considers local assets as the primary building blocks of sustainable communities. This approach encourages:

- Mapping capacities and assets within the community
- Community driven development
- Building a community vision and plan

Community Planning is based on the principle that local people are invariably the best source of knowledge and wisdom about their surroundings, and better decision making results for all stakeholders if this is harnessed. In every municipality there are a number of locations in which communities develop, all with their own local characteristics and hence different priorities and needs.

*"If you want to know how the shoe fits ask the person who is wearing it, not the person who made it"*

### 2. Community Plan Steering Committees and Working Groups.

Building on existing strengths and skills, members of the local community will establish a Community Plan Steering Committee by recruiting individuals and representatives from the local community. At times there may be an established group that will take on the function of a Community Plan Steering Committee. Every effort will be undertaken to ensure broad representation from the wider community is included on the Steering Committee. Steering Committees are facilitated and run by the community. They will meet on a regular basis to progress agreed actions and priorities from the Community Plan.

Some Steering Committees and associated Working Groups are incorporated community organisations and operate independently. Other Steering Committees are more informal in nature and partner with Council more heavily. Additional public liability insurance is obtained to cover community members for community led events and activities.

It is recommended that Steering Committees and associated Working Groups have a Terms of Reference outlining roles and responsibilities of Committees and Council. Committees will provide Council with a copy of their minutes, reflecting the actions that they are undertaking.

### 3. Develop, Implement and Review Community Plans

Community Plans will be developed for all communities within the Greater Shepparton municipality.

- Council will provide a Community Development Officer to act as a conduit between Council and the community to assist the process of Community Plan implementation. This Officer will act as a contact point for the community, regularly attend meetings and will assist with the development, implementation and review of Community Plans.
- Council will endorse rather than adopt the Community Plan at an Ordinary Council meeting to acknowledge that the community plans are 'owned' and driven by the community rather than Council.
- The community will be encouraged to contribute to the development process, identifying key community groups and stakeholders and exploring innovative consultation mechanisms to ensure that community members from a range of backgrounds have an opportunity to be involved.
- The Community Plan Steering Committee and any sub working groups will be established during the formation of the Community Plan, the function of this Committee is to work in partnership to progress particular priorities identified within the Community Plan or as required sub Working Groups.
- Some Community Plan projects require an advocacy approach, whereas others require access to funding. Council will support Community Plan Steering Committees to identify appropriate avenues to seek funding for projects.
- Council will commit funds each financial year, subject to annual budgetary processes, towards implementing priority actions identified within the endorsed Community Plan's within the municipality.
- Council will support Community Plan Steering Committees to review their Action Plans on an annual basis and their Community Plan every five years.

#### **RELATED POLICIES AND DIRECTIVES**

- Greater Shepparton City Council, Council Plan 2017 – 2021
- Community Development Framework
- Community Engagement Strategy
- Procedure: Community Plan 55.CEOD1

#### **RELATED LEGISLATION**

- N/A

#### **REVIEW**

This Policy will be reviewed every four years by the Community Development Coordinator in partnership with internal and external stakeholders. It may be reviewed earlier upon recommendation from Greater Shepparton City Council Executive Team.

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**Peter Harriott**  
Chief Executive Officer

**Date**

**ATTACHMENTS**

**Attachment 1:** Corporate Procedure 55.CEOD1: Community Plans