

ATTACHMENT TO AGENDA ITEM

Ordinary Meeting

21 November 2017

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GREATER SHEPPARTON CITY COUNCIL

Policy Number 10.POL2

Safer City Camera Network Policy Version 2.0

Adopted: April 18 2017
Last Reviewed: March 2017

Business Unit:	Community Strengthening, Neighbourhoods
Responsible Officer:	Community Safety Officer
Approved By:	Greater Shepparton City Council
Next Review:	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: foi@police.vic.gov.au www.police.vic.gov.au
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
Website: 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.
2.
3.

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

ACTION	RESPONSIBILITY
Regular system and operational checks	Monitoring Officer, Council Authorised Officers and Maintenance Contractor
Wear-and-tear checks on network components	Council Authorised Officers, Maintenance Contractor
Camera lens cleaning	Maintenance Contractor, Council Infrastructure Officers
Removing obstructions	Council Infrastructure Officers
Ensuring the date and time are correct	Monitoring Officer, Council Authorised Officers, Maintenance Contractor
Restoring the system after power failures	Council Authorised Officers, Maintenance Contractor
Repair after acts of vandalism	Council Infrastructure Officers, Maintenance Contractor
Test recordings comparison to "reference" recordings made at the time of installation	Maintenance Contractor
Ensuring that all checks and maintenance are logged	Council Authorised Officers

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.

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 10.POL1

Fryers Street Taxi Rank CCTV Project Policy Version 1.1

Adopted: 16 April 2013

Last Reviewed: 27 August 2013

Business Unit:	Community Strengthening, Neighbourhoods
Responsible Officer:	Community Safety Officer
Approved By:	Greater Shepparton City Council
Next Review:	16 April 2017

PURPOSE

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 some broader strategies. A key priority within this Strategy is the installation of a "Safe City Camera Program" (Closed Circuit Television [Safer City Camera Project]) together with a Taxi Rank initiative whereby "consideration [is] to be given to the establishment of a 'Safe Taxi Rank' during key late night hours".

In February 2012 Council received funding from the Victorian Taxi Directorate to address a number of safety concerns at the Fryers Street Taxi Rank. Initiatives funded under this program include installation of one CCTV camera to be integrated into the Safer City Camera Project at a later date.

The Safer City Camera Project was developed to enhance the realities and perceptions of community safety within the Shepparton CBD area. The area encompassing the camera network area includes Shepparton's late night venues together with the cinema, Maude Street Mall, taxi ranks and bus interchange. The Network aims to assist with the detection of, and Victoria Police response to anti-social behaviour and crimes against the person and property within the camera network area. The Network also aims to provide the opportunity, through active monitoring during peak times, to assist with the detection of incidents which may have the potential to escalate and direct attendance by Victoria Police to these events.

The implementation of Fryers Street Taxi Rank CCTV camera 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)
- *Council Plan 2009-2013* (Settlement and Planning - Revitalise and promote the Shepparton CBD as the region's premier retail and entertainment destination, Community Life - Provide a safe and family friendly community and Community Life - Develop and pursue strategies to improve community health and wellbeing)
- *Safer City Strategy 2011 - 2014*
- *Municipal Public Health Plan 2009-2013*
- *Community Development Framework*
- *Community Engagement Strategy.*

OBJECTIVES

Following is a list of objectives which have been developed for the Fryers Street Taxi Rank CCTV Project:

- Improve perceptions and realities of safety at the Fryers Street Taxi Rank and surrounding area
- Reduce anti-social behaviour and crimes against the person and property at the Fryers Street Taxi Rank

- Encourage increased community confidence in utilising the Fryers Street Taxi Rank
- Ability to utilise digital footage as evidence to assist with the prosecution of offenders in criminal matters
- Increase community confidence in Police and community safety within Greater Shepparton
- Develop a best practice safe taxi rank in the Shepparton central business district
- Develop, strengthen and enhance existing relationships in developing community safety initiatives within Greater Shepparton.

SCOPE

The Fryers Street Taxi Rank CCTV Project consists of one fixed camera recording digital footage 24 hours a day seven days a week at the Fryers Street Taxi Rank. This footage is not monitored; however, footage can be requested pursuant to predetermined criteria in certain circumstances.

All footage is recorded and retained for 31 days unless it has been requested within that period to be downloaded by Police or Greater Shepparton City Council in relation to an investigation or by Court Order.

DEFINITIONS

Reference term	Definition
CCTV	Closed Circuit Television
Council	Greater Shepparton City Council
CBD	Central Business District
Vic	The state of Victoria in Australia

POLICY

1. Roles and Responsibilities

The Greater Shepparton City Council has the following key responsibilities:

- The Greater Shepparton City Council is the owner of the Fryers Street Taxi Rank CCTV Project and as such is responsible for its management and operation
- The repair and maintenance of all equipment forming part of the Fryers Street Taxi Rank CCTV Project
- Maintain close liaison with all stakeholders
- Ensure the Fryers Street Taxi Rank CCTV Project operations and management is at all times professional and in accordance with the *Fryers Street Taxi Rank CCTV Project Policy*
- Consider any proposed amendments to the *Fryers Street Taxi Rank CCTV Project Policy*; and
- Ensure compliant signage in relation to CCTV operation is placed in appropriate locations at the Fryers Street Taxi Rank.

GREATER SHEPPARTON CITY COUNCIL

Adopted: 16 April 2013

TRIM Ref. C12/15034 10/766/0006
 Fryers Street Taxi Rank CCTV Policy 10.POL1

2. Signage

Greater Shepparton City Council has a responsibility to advise the community they are in an area where CCTV cameras are located 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 Fryers Street Taxi Rank CCTV Project therefore abides by the following requirements:

- Signs are placed at each main access point to Fryers Street Taxi Rank where members of the public are reasonably entitled to use and be monitored.
- Signs are easily understood by members of the public including people who are from non-English speaking backgrounds. Signage will ensure a mix of worded text and symbols.
- 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.
- Signs will identify Greater Shepparton City Council as the owner of the Fryers Street Taxi Rank CCTV system.
- Signs include details of who to contact if there is a problem, enquiry or complaint.
- Signs will be checked weekly for damage and theft.

3. Responsible Officers

The Greater Shepparton City Council Responsible Officers for the Fryers Street Taxi Rank CCTV Project is detailed below.

Greater Shepparton City Council Responsible Officers	
General enquiries and system failures	Community Safety Officer – Ph 5832 9700 Manager Neighbourhoods – Ph 5832 9700 90 Welsford Street, Shepparton 3630
Media	Communications Branch – Ph: 5832 9700 90 Welsford Street, Shepparton 3630
Governance	Chief Executive Officer – Ph 5832 9700 Director Community - Ph 5832 9700 90 Welsford Street, Shepparton 3630

4. Complaints

Complaints in relation to the Fryers Street Taxi Rank CCTV Project operations must be made in writing to:

*Chief Executive Officer
Fryers Street Taxi Rank CCTV
Greater Shepparton City Council
Locked Bag 1000
SHEPPARTON VIC 3632*

Complaints which do not indicate a breach of the *Privacy Act 1988* will be handled in the manner set out by the Greater Shepparton City Council's Customer Service Best Practice Standards Procedure 22.PRO0.1 (refer pages 11 and 12).

5. Management of Digital Images / Footage

The images captured by the Fryers Street Taxi Rank CCTV Project will be recorded and stored for a period of 31 days, unless otherwise downloaded within this period as a result of an approved request for footage in relation to the investigation of an offence or for court proceedings.

Digital images recorded by the Fryers Street Taxi Rank CCTV Project are only able to be downloaded, viewed, copied and managed by the below authorised officers to ensure the integrity of the footage is maintained. The authorised officers are:

Community Safety Officer
Coordinator Parking Enforcement
Team Leader Community Strengthening
Senior Information Management Officer
Or any other Council officer as authorised by the Chief Executive Officer

Greater Shepparton City Council reserves the right to review footage recorded by the Fryers Street Taxi Rank CCTV camera as necessary to support crime prevention and community safety matters.

6. Requests for Digital Images / Footage

Digital images/footage captured by the Fryers Street Taxi Rank CCTV Project will only be made available in the below circumstances:

- a request by an authorised Police member in relation to an offence or suspected offence; or
- Court Order via Subpoena.

Footage provided to an agency by Greater Shepparton City Council must be managed in accordance with relevant legislation and standards.

RELATED POLICIES AND DIRECTIVES

This Policy is supplemented by the below supporting documentation providing instructions on all aspects of the operation of the Fryers Street Taxi Rank CCTV Project. Below is a brief description of these documents.

- **Operation Manuals (equipment specific)**

These are the manuals supplied by the network integrator, containing comprehensive details in relation to operation of the Fryers Street Taxi Rank CCTV equipment. These manuals can be used for training purposes and include digital footage download, viewing and copying instructions. Operation manuals will be stored in the safe at the Greater Shepparton City Council and will be made accessible only to authorised Council officers.

- **Fryers Street Taxi Rank CCTV Project Standard Operating Procedure**

This is a confidential operational document providing instructions and guidance to authorised Council officers on the Procedure required to be followed when responding to requests for digital CCTV footage recorded by the Fryers Street Taxi Rank CCTV camera. This Procedure also includes instruction in relation to handling, storage and management of footage and equipment to ensure its integrity is maintained.

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.*

This standard provides recommendations for the operation and management of CCTV within a controlled environment, where data that may be offered as evidence is received, stored, reviewed or analysed. 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.*

This standard provides recommendations for the selection, planning and installation of CCTV 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.*

This Standard provides requirements for PAL signals used in 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.*

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 Fryers Street

Taxi Rank CCTV project where signage will be used to advise that they are in an area where they may be recorded via CCTV.

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.

Charter of Human Rights and Responsibilities Act 2006 (Vic), in particular ss7, 13

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.

Policy

Public Records Act 1973 (Vic)

Provides requirements for the capture, access to, control, records management, storage and disposal of data.

Freedom of Information Act 1982 (Vic)

Provides the community with the right to request information about the activities of government agencies, including CCTV data held by a CCTV owner operator.

Evidence Act 2008 (Vic)

Establishes the legal standard for the admissibility of evidence, including CCTV data.

Private Security Act 2004 (Vic)

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).

REVIEW

This Policy will be reviewed and updated, including any amendments made to the specified Protocols and agreements informing this Code, as required.

A minor change to the Fryers Street Taxi Rank CCTV Project Policy may be made with agreement of the Chief Executive Officer of the Greater Shepparton City Council. Any such change will be advised to the Greater Shepparton City Council Councillors. A minor change is a change which may be required for the purposes of clarification of the Policy. For example, a change to the wording of a particular section of the Policy where its meaning might otherwise be ambiguous or the relocation of a camera in an area are minor changes that may be requested.

A major change to the Fryers Street Taxi Rank CCTV Project Policy will take place only after consultation with relevant stakeholders and upon the agreement of the Greater Shepparton City Council. A major change is a change which will have a significant impact upon the operation of the system. For example, a change to the objectives or principles of the system or a proposal to install additional permanent cameras may be considered major changes.

Auditing of the Fryers Street Taxi Rank CCTV Project will be undertaken 12 months after integration into and the full commissioning of the Safer City Camera Network. This audit process will be undertaken in accordance with the Safer City Camera Network Policy.

Gavin Cator

27/08/13

**Gavin Cator
Chief Executive Officer**

Date



VICTORIA POLICE



GREATER
SHEPPARTON

Safer City Camera Network Management of CCTV Footage Protocol

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.