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**ACT**  
Government

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Territory and Municipal Services

# **Guidelines for the Management of Closed Circuit Television**

Version 1.0  
January 2013

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## Document Information

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### Amendment history

Version no.	Issue date	Amendment details	Author
1.0	16 Jan 2013	Initial release – approved by ELT	John Ludvigson & Chris Mooney

### Related documents

- ACT Government Code of Practice for Closed Circuit Television Systems
- Business Unit CCTV Procedures, Asset Register, Copy Register, and User Register

Note: The current version of this document is on the TAMS intranet <http://tamsintranet.act.gov.au>.

Printed copies may be out of date, please check before using.

## Definition of Terms

Term	Definition
CCTV Asset Register	A register of CCTV systems utilised within the Directorate.
CCTV Copy Register	A register of all CCTV requests made, including CCTV recordings copied to DVD.
CCTV recording	The data, images and/or files recorded by the CCTV system.
CCTV request	A request to view, or copy a recording made by Directorate CCTV systems.
CCTV system	A system or network of CCTV equipment.
CCTV User Register	A list of authorised users. This list is managed by a nominated person within each business unit and approved by the Director.
Closed Circuit Television (CCTV)	A television system intended for only a limited number of viewers, as opposed to Broadcast TV. This definition is inclusive of recording equipment (analogue or digital), display equipment, transmission systems, transmission media, and interface control.
Code of Practice	ACT Government Code of Practice for Closed Circuit Television Systems.
Principal Officer	The person delegated by the Director General of an ACT Government Directorate, to ensure that at all times the CCTV system is operated in accordance with the Code and procedures which have been adopted by the Directorate.

## Purpose

The purpose of these guidelines is to provide Territory and Municipal Services Directorate (“the Directorate”) staff direction on their obligations in relation to use, monitoring, recording, duplication, release and general access of Closed Circuit Television systems when carrying out their official duties.

## Scope

This is the Directorate’s position in accordance with the:

- Public Sector Management Act 1994 and Standards;
- Transport (Public Passenger Services) Regulation 2002, sections 31, 32, 68;
- Privacy Act 1988 (Commonwealth) and the Information Privacy Principles; and
- Territory Records Act 2002

These guidelines apply to all Directorate employees and people engaged to represent the Directorate when carrying out their official duties.

## Background

The Territory and Municipal Services Directorate provides services to the ACT community, with key performance objectives including service delivery, safety and security. To assist public confidence and reinforce community safety, CCTV systems are used across several areas within the Directorate.

In 2009, the ACT Government released a Code of Practice for Closed Circuit Television Systems (Code of Practice). These guidelines build on this Code of Practice, developing a framework for the use of CCTV within the Directorate.

## Compliance

The purpose of CCTV is to:

- assist in the protection of the public and extend a sense of safety to all users;
- provide a level of security for staff with direct contact with the public;
- improve security for the protection of agency and community assets and infrastructure;
- assist in the effective responses to security, safety and emergency response incidents (to the public and staff);
- assist in the investigation of possible offences;
- monitor and manage services; and
- assist with process control and business monitoring.

The Directorate will ensure that CCTV is used:

- only by users trained and authorised to use CCTV systems, as defined in these guidelines; and
- in accordance with all applicable legislation and standards, including, but not limited to all legislation and standards referred to in this document.

The recording and retention of images will be undertaken in accordance with the *Territory Records Act 2002*. CCTV recordings will only be used in accordance with the purpose for which the CCTV system was installed.

Individuals will be made aware through various mechanisms that they are subject to CCTV surveillance such as approved signage (Refer to Attachment A).

## **Section 1 – Roles and Responsibilities**

### **1.1 Responsibilities**

Directorate CCTV systems operate in a complex environment to ensure the safety and security of the public and Directorate staff each day. To ensure the privacy and rights of individuals are maintained, users of the CCTV system are to act in accordance with these guidelines and applicable legislation and standards. The responsibilities of particular users are set out below.

### **1.2 Director-General, Territory and Municipal Services Directorate**

In line with the Code of Practice, the Director-General is ultimately responsible for ensuring that use of the CCTV system complies with the Code of Practice and all relevant legislation and standards. The Director-General delegates responsibility for the operation of the Directorate's CCTV systems to officers within the Directorate as below.

### **1.3 Executive Directors**

The Executive Director of each Division is delegated responsibility for the overarching operation of CCTV systems within their area of responsibility. The Executive Director is to ensure that guidelines and procedures related to CCTV systems within their Division are adhered to.

For the purpose of this document, the Director Canberra Connect assumes responsibilities of the Executive Director and Branch Director.

The Executive Director will:

- oversee development of any CCTV procedures and ensure any amendments are made as required in light of operational experiences or changes to the system;
- ensure appropriate procedures are in place to ensure the effective management and use of the CCTV system;
- ensure that complaints about the CCTV system are referred to the Agency Security Advisor for determination of action required;
- ensure that an external audit of the CCTV system against these guidelines and the Code of Practice is conducted once a year, with the outcomes of the audit provided to the Director-General; and
- appoint a Divisional Representative to undertake strategic and operational functions associated with CCTV management.

### **1.4 Branch Directors**

The Branch Director of each Business Unit is delegated responsibility for the direct operation of CCTV systems within their area of responsibility. The Branch Director is to ensure that guidelines and procedures related to CCTV systems within their Business Units are adhered to.

The Branch Director will:

- ensure compliance with these Guidelines, the Code of Practice and relevant Legislation, including maintenance of the integrity and security of the system and the protection and interests of the public;
- ensure that a fair system of staff selection, recruitment and adequate training is adopted for staff who are required to use the CCTV system;

- approve the CCTV User Register;
- appoint personnel with direct control of the CCTV system, with responsibility to the Executive Director for the operations and management of the CCTV system; and
- develop and maintain a system for breaches and complaints of the CCTV system to be referred to the Agency Security Advisor.

## 1.5 Divisional Representatives

A Divisional Representative will be appointed by the Executive Director of the area. This should be the Business Manager of the Division to maintain consistency throughout the Directorate.

The Divisional Representative will be responsible to their Executive Director for:

- coordinating an annual external audit of CCTV systems to ensure compliance with all CCTV policies and procedures;
- developing and maintaining the CCTV Asset Register and CCTV Copy Register;
- recording personnel authorised to view and copy CCTV recordings in the CCTV User Register;
- acquisition of relevant CCTV system equipment, through consultation with the Agency Security Advisor; and
- coordinating approval of copying and release of CCTV recordings through the Agency Security Advisor, in accordance with section 2.2 of these Guidelines.

ACTION will be exempt from obtaining approval from the Agency Security Advisor for copying and releasing CCTV recordings provided that the purpose is for incidents related to accidents and/or insurance claims only. Authority for this type of approval is delegated to the Accident and Injury Officer for ACTION. The Accident and Injury Officer for ACTION is required to inform the Agency Security Officer of any copying of CCTV systems for this purpose every thirty (30) days.

## 1.6 Business Unit Managers

Personnel who have responsibility managing a business unit where CCTV systems are installed will ensure compliance with:

- destruction and disposal of CCTV recordings;
- maintenance of CCTV system equipment;
- maintaining signage of CCTV systems; and
- day-to-day operation of CCTV systems in their areas of responsibility.

## 1.7 Agency Security Advisor

The Agency Security Advisor is responsible for providing advice on security risk and assisting managers, employees and others devise and implement appropriate physical, personnel and information security measures and plans.

For the purpose of this document, the term of Principal Officer as described in the *ACT Government Code of Practice for Closed Circuit Television* ("the Code"), is the Agency Security Advisor.

The Agency Security Advisor is the position delegated by the Director-General to ensure:

- an effective complaints' mechanism is implemented to deal with privacy complaints, investigations and subsequent outcomes;

- copying and release of CCTV recordings are scrutinised in accordance with section 2.2 of these Guidelines;
- CCTV systems are, on a strategic-level, operated in accordance with the Code; and
- procedures have been adopted and implemented by the Directorate in relation to CCTV.

The Senior Manager, Security and Risk is the Agency Security Advisor for the Territory and Municipal Services Directorate.

## **Section 2 – Use, Access and Installation**

### **2.1 Use of CCTV Systems and Recordings including disposal**

The Directorate uses CCTV systems to assist in the protection of the public, community assets and infrastructure. CCTV systems may also be used to support investigations, both internal and external. CCTV recordings may be used to investigate any of the following activities:

- criminal, illegal or antisocial activities (including identification of offenders);
- identification of witnesses to criminal activity;
- prevention and reduction of crime and disorder;
- incidents related to accidents and/or insurance claims;
- misconduct of Directorate employees; and
- monitoring wildlife.

CCTV recordings will be kept for a period of no longer than thirty (30) days, unless duplicated for reasons specified within these Guidelines. Recordings must be disposed of securely.

In instances where CCTV is used to monitor and manage services, and does not capture the image of a person, CCTV recordings may be kept for a period of no longer than ninety (90) days. An example of this is utilising a CCTV system to capture vehicle registration as part of invoice management, in the case of an ACT NOWaste Weighbridge.

CCTV recordings will not be used for commercial or entertainment purposes.

Where an employee observes activity through live monitoring of CCTV systems which may be of a criminal nature, a breach of internal policies or procedures or another form of misconduct or anti-social behaviour, this must be reported to their line manager, the Senior Executive Responsible for Business Integrity Risk (SERBIR), and relevant authorities.

A CCTV User Register must be kept by business units who operate CCTV systems. This register must contain the following information:

- The authorised users full name;
- The extent of authorisation granted to the user (e.g. viewing, recording, copying, administrator);
- The area or location in which the user has access to CCTV systems;
- The persons name who has granted authorisation to the user; and
- A date to review the users permissions to the CCTV systems.

### **2.2 Copying and releasing CCTV recordings**

All requests to copy CCTV recordings must be received in writing to the Divisional Representative (section 1.5). The Directorate will only release CCTV recordings for legitimate use. CCTV recordings will only be released, after consultation with the Agency Security Advisor, to:

- Police;
- statutory authorities with powers to prosecute;
- solicitors, where the recording may be relevant in civil proceedings;
- other agencies, according to purpose and legal status; or
- any other person authorised by the Director-General.

CCTV recordings will not be released to individuals or organisations not identified in this document, except where the release of the recording is in the public interest. For example, the disclosure of personal data for the purposes of identifying a public health or safety issue leading to the prevention or detection of crime.

Internal requests for CCTV recordings may be used:

- to investigate possible breaches of Directorate policies and/or procedures;
- to investigate damage to public property;
- for accident and insurance claims;
- to investigate critical incidents;
- to investigate possible cases of employee misconduct;
- to investigate safety or security incidents; or
- for training purposes.

A CCTV Copy Register must be kept by business units who operate CCTV systems. This information must include:

- Approving officers name including signature and date approved or reason not approved;
- Date, name and signature of approving officer when copied to disc;
- Disc number;
- Issues related to copying of recording;
- Details of who, where and when the disc was sent to; and
- The reason for the duplication as listed in this section.

### **2.3 Selection and Installation**

Selection, procurement, and acquisition of CCTV systems will be undertaken in accordance with the *Government Procurement Act 2001* and other ACT Government procurement guidelines. Where practicable, Directorate business units will work together to undertake joint procurement with the aim of reducing the amount of procurement undertaken and achieving better value for money.

CCTV systems will only be installed in areas of operation. An operational area does not include toilet facilities, a change room, a shower or other bathing facility, a parent or nursing room, a prayer room, a sick bay, a first-aid room or any other area in a workplace prescribed by regulation. Cameras will not be hidden and will be placed in public view.

When selecting and installing cameras consideration will be given to the physical environment and the features that may be required in cameras, (e.g. fixed, tilt, zoom, to name a few) or supporting infrastructure (e.g. high quality resolution system).

A CCTV Asset Register is to be maintained for all CCTV equipment. The CCTV Asset Register will include the following information:

- Item;
- Make and Model;
- Specifications;
- Serial Number;
- Date of Purchase;

- Location;
- Movement Record; and
- Decommission Date.

The Directorate recognises that due to equipment already installed, the above information may not be readily accessible; the asset register is only required to be kept on CCTV systems installed after 01 February 2013. CCTV cameras should still be recorded on the Asset Register regardless if specific information (such as make, model, and serial number) is not available. The business unit should make reasonable attempts to gain and capture this information.

## 2.4 Complaints about CCTV

The Director-General is responsible and accountable for the CCTV system; however the Director-General has the power to delegate responsibility for the operation of CCTV systems to an officer of their agency. This responsibility is delegated to the Agency Security Advisor (refer to section 1.7).

Complaints regarding the CCTV system must be forwarded to [TAMSinfo@act.gov.au](mailto:TAMSinfo@act.gov.au) for determination within 48 hours, or as soon as practicable. Complaints will be addressed with regard to these Guidelines and other relevant legislation.

For complaints by phone – Do NOT forward calls directly to the Agency Security Advisor. The complainant's details should be recorded and forwarded to the Agency Security Advisor at [TAMSinfo@act.gov.au](mailto:TAMSinfo@act.gov.au). The Agency Security Advisor will need sufficient time to make enquiries on the complaint and return an appropriate response.

## 2.5 Signage

Under the Code of Practice, the Directorate will notify people if they are in an area where CCTV systems are operating, through the installation of approved signage (refer to Appendix A). Signage must include the four standard components of information required under the *Privacy Act 1988*:

- CCTV pictogram;
- purpose (i.e. safety camera);
- ownership (i.e. ACT Government); and
- contact information.

Approved signage (refer to Appendix A) is available by contacting Shared Services Publishing Services at [publications.act@act.gov.au](mailto:publications.act@act.gov.au).

Prior to displaying this signage, information must be provided to Canberra Connect Contact Centre to enable public inquiries about the operation of the CCTV cameras to be effectively answered.

## 2.6 Scripting

External stakeholders may engage the Directorate on occasion with specific questions in relation to CCTV systems.

Specific information should not be released to external stakeholders or members of the public without the approval from the Director-General. For instance, the purpose of a CCTV system monitoring a safe or cash room should be considered as Security-in-Confidence.

Scripted answers have been developed below and should be utilised where possible to maintain consistency of information being released by the Directorate.

**What is the purpose of CCTV within the Directorate?**

*“Territory and Municipal Services utilise CCTV systems to assist in the protection of the public, staff, and Directorate infrastructure or assets. These systems are also used to monitor, manage and assist with process control and services provided by the Directorate.”*

**Where does the Directorate use CCTV?**

*“Territory and Municipal Services employs CCTV systems in a range of areas including use on ACTION buses, within national parks and reserves, and within Directorate-operated facilities for asset protection.”*

**I have noticed cameras attached to objects (such as street lights). Do they belong to the Directorate?**

*“Territory and Municipal Services does not operate CCTV systems outside of Directorate facilities or assets. These cameras may be used for legitimate purposes by ACT Policing, the Justice and Community Safety Directorate, Commonwealth agencies engaged in surveillance, or by private entities for surveillance of infrastructure or assets. If you believe a camera is installed unlawfully, you should contact ACT Policing on 131 444 and make a report.”*

**What types of CCTV systems does the Directorate use?**

*“Territory and Municipal Services employs a range of CCTV systems throughout the Directorate. This includes both fixed cameras, and cameras with other capabilities such as Pan, Tilt, Zoom.”*

**I would like a copy of a recording made by a Directorate CCTV system.**

*“You will need to ensure that you have approached the correct Directorate. Other Directorates utilise CCTV systems in a variety of different ways, and are not controlled centrally. Territory and Municipal Services will only release CCTV recordings where required by Police for investigation purposes, under legislation, or other instances where the Director-General deems appropriate in the circumstances.”*

## **2.7 Training**

All users authorised to utilise CCTV systems within the Directorate must receive training. This must include knowledge of:

- the purpose and appropriate use of CCTV systems;
- copying and releasing CCTV recordings;
- complaints handling and processes;
- the period for which CCTV recordings must be retained;
- privacy obligations associated with CCTV use; and
- the application of these Guidelines associated with their role.

## Appendix A – Approved CCTV Camera Signage

This signage is to be used at all entry and exit points where CCTV systems are used by the Directorate. Prior to displaying this signage, information must be provided to Canberra Connect Contact Centre (refer to section 2.5).



## Appendix B – Accountability Matrix

Accountability Level	Role	Responsibilities
Strategic oversight and compliance	Director-General (delegated to Agency Security Advisor)	<ul style="list-style-type: none"> <li>ensure effective complaints' mechanism is implemented to deal with privacy complaints, investigations and subsequent outcomes</li> <li>ensure CCTV systems are, on a strategic-level, operated in accordance with the Code</li> <li>ensure procedures have been adopted and implemented by the Directorate in relation to CCTV</li> </ul>
	Divisional Executive Director	<ul style="list-style-type: none"> <li>oversee development of any CCTV procedures</li> <li>ensure appropriate procedures are in place for CCTV</li> <li>ensure that complaints about the CCTV system are referred to the Agency Security Advisor</li> <li>ensure external audits of the CCTV system are undertaken</li> <li>appoint a Divisional Representative</li> </ul>
	Business Unit Director	<ul style="list-style-type: none"> <li>ensure compliance with the guidelines</li> <li>ensure that a fair system of staff selection, recruitment and adequate training is adopted for staff who are required to use the CCTV system</li> <li>approve the CCTV User Register</li> <li>appoint personnel with direct control of the CCTV system</li> <li>develop and maintain a system for breaches and complaints of the CCTV system to be referred to the Agency Security Advisor</li> </ul>
Operations and administration	Divisional Representative	<ul style="list-style-type: none"> <li>coordinate annual external audits</li> <li>develop and maintain the CCTV Asset Register and CCTV Copy Register</li> <li>acquisition of relevant CCTV system equipment</li> <li>coordinate approval of copying and release of CCTV recordings through the Agency Security Advisor</li> </ul>
	Business Unit Manager	<ul style="list-style-type: none"> <li>destruction and disposal of CCTV recordings</li> <li>maintenance of CCTV system equipment</li> <li>maintaining signage of CCTV systems</li> <li>day-to-day operation of CCTV systems in their areas of responsibility</li> </ul>

## Appendix C – Example of CCTV Asset Register

Division	Business Unit	Item	Make and Model	Specifications	Serial Number	Date of Purchase	Location	Movement Record	Decommission Date
Business Enterprises	Yarralumla Nursery	PTZ camera	420TVL Outdoor IR Night Vision Camera	20m distance, 3.6mm lens, DC12V 300mA.	SN34839121	01 Nov 2009	Dispatch Office Roof – observing car park exit	Installed – 05 Nov 2009	Not applicable
Roads and Public Transport	ACTION	Fixed camera with zoom capability	600TVL WDR Day Night Camera	Day/Night, 12Vdc/24Vac, 10x Digital zoom, 600TVL resolution	SN08932783	10 Dec 2010	Bus 409	Installed - 20 Jan 2011	Not applicable



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**Policy Name:** Closed Circuit Television (CCTV)

**Policy Number:** SP005

**Version:** 12.04.4

**Effective:** -

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## 1.0 PURPOSE

- 1.1 This policy outlines the purpose, acceptable use and operation of closed circuit television (CCTV) systems and CCTV recordings within ACTION and to ensure that ACTION remains compliant with relevant legislation and standards for the use of CCTV. This policy is designed to protect against possible misuse, and emphasise respect for the privacy of the individual. This policy also defines officers authorised to access, use, record, distribute and dispose of CCTV recordings.

## 2.0 APPLICATION

- 2.1 This policy applies to all CCTV systems used by and within ACTION operational areas.
- 2.2 This policy is subservient to relevant legislation and other guidelines and policies of the ACT Government.

## 3.0 CONSULTATION

- 3.1 This policy has been developed in consultation with ACTION's Senior-Management Team, Territory and Municipal Services Directorate (TAMS) Governance, the Road Transport Authority, the ACT Government Solicitor's Office, relevant unions and the ACT Human Rights Commission.

## 4.0 BACKGROUND

- 4.1 ACTION provides public transport services within the ACT, with key performance objectives including reliability and safety. To assist public confidence in the safety of bus transport and as part of overall community safety initiatives, CCTV systems are used across several areas within ACTION.
- 4.2 In 2009, the ACT Government released a Code of Practice for Closed Circuit Television Systems (Code of Practice). This policy builds on this Code of Practice developing a framework for the use of CCTV within ACTION.

## 5.0 PREAMBLE

- 5.1 The purpose of CCTV in ACTION is to:
- 5.1.1 assist in the protection of public transport passengers and extend a sense of safety to all users
  - 5.1.2 provide a level of security for staff with direct contact with the public
  - 5.1.3 improve security for the protection of agency and community assets and infrastructure
  - 5.1.4 assist in the effective responses to security, safety and emergency response incidents (to the public and staff)
  - 5.1.5 assist in the investigation of possible offences



- 5.1.6 monitor and manage services
- 5.1.7 assist with process control and business monitoring.
- 5.2 ACTION will ensure that CCTV is used:
  - 5.2.1 only by users trained and authorised to use CCTV systems, as defined in Section 6; and
  - 5.2.2 in accordance with all applicable legislation and standards, including, but not limited to all legislation and standards referred to in Section 17.
- 5.3 The recording and retention of images will be undertaken in accordance with acts and regulations.
- 5.4 CCTV recordings will only be used in accordance with the purpose for which the CCTV system was installed.
- 5.5 Individuals will be made aware through various mechanisms that they are subject to CCTV surveillance.
- 5.6 The CCTV system will only be used to identify incidents occurring within the defined operational area and not be used to record outside the operational requirements of the CCTV system.

## 6.0 ROLES AND RESPONSIBILITIES

- 6.1 ACTION's CCTV system operates in a complex environment, capturing the movement of thousands of passengers and hundreds of staff each day. To ensure the privacy and rights of individuals are maintained, users of the CCTV system are to only act in accordance with this policy and applicable legislation and standards. The responsibilities of particular users is set out below.
- 6.2 Director-General, Territory and Municipal Services Directorate – in line with the Code of Practice, the Director-General is ultimately responsible for ensuring that use of the CCTV system complies with the Code of Practice and all relevant legislation and standards. The Director-General delegates responsibility for the operation of ACTION's CCTV systems to officers within ACTION as below.
- 6.3 Director, ACTION – the Director is delegated responsibility for the overarching operation of ACTION's CCTV system. The Director is particularly responsible for the management of ACTION employees and to ensure that policies related to CCTV systems within ACTION are adhered to. The Director will:
  - 6.3.1 oversee development of ACTION CCTV policy (this policy) and ensure any amendments are made as required in light of operational experiences or changes to the system;
  - 6.3.2 ensure compliance with this policy, the Code of Practice and relevant legislation, including maintenance of the integrity and security of the system and the protection and interests of the public;
  - 6.3.3 ensure that complaints about the CCTV system are dealt with in an efficient and effective manner, and that any subsequent requirement for a change of procedures is dealt with promptly;
  - 6.3.4 ensure that a fair system of staff selection, recruitment and adequate training is adopted for staff who are required to use the CCTV system;
  - 6.3.5 approve the CCTV User Schedule;
  - 6.3.6 ensure appropriate procedures are in place to ensure the effective management and use of the CCTV system; and



6.3.7 ensure that an external audit of the CCTV system against this policy and the Code of Practice is conducted once a year, with the outcomes of the Audit provided to the Director-General.

6.4 Operational Capability Manager – the Operational Capability Manager has direct control of the CCTV system, and is responsible to the Director for the operations and management of the CCTV system. The Operational Capability Manager will:

- 6.4.1 develop a CCTV policy and procedures regarding the operation of the CCTV System, including procedures outlining the operation of control rooms associated with the CCTV system
- 6.4.2 ensure that an internal audit of the use of relevant procedures is undertaken annually and reported to the Director
- 6.4.3 arrange an external audit of the CCTV system to ensure compliance with the policy and relevant legislation and provide a copy of the audit report to the Director-General and Director
- 6.4.4 ensure all staff involved in the operation of the CCTV System, are trained and competent in its operation and understand the operating procedures for the CCTV system
- 6.4.5 maintain the CCTV Users Schedule for approval by the Director
- 6.4.6 nominate individuals to be appointed as approving officers and/or authorised users
- 6.4.7 ensure CCTV systems are maintained and operational, including the establishment of a schedule for the regular checking and maintenance of CCTV system equipment
- 6.4.8 maintain inventory and asset records for all regional CCTV equipment through the CCTV Asset Register (excluding equipment on fleet vehicles)
- 6.4.9 establish a primary recording method using an unalterable tamperproof system that cannot be repudiated
- 6.4.10 ensure that access to the CCTV system is only available to individuals permitted to use the system
- 6.4.11 liaise with police and other third parties who request CCTV recordings and manage the release of recordings in accordance with this policy, relevant legislation and standards
- 6.4.12 establish and manage relevant contracts for the acquisition and maintenance of CCTV equipment
- 6.4.13 investigate any complaints or breaches to the CCTV system policy, procedures and relevant legislation and/or standards, including but not limited to:
  - 6.4.13.1 non-compliance with the policy, procedures and relevant legislation and/or standards
  - 6.4.13.2 breaches of confidentiality or the unauthorised copy or release of CCTV recordings
- 6.4.14 arrange for an independent audit of the CCTV system, against this policy and agency procedures, to be conducted on an annual basis. The results of the audit will be reported to the Director-General
- 6.4.15 ensure appropriate signage is in place as required by this policy, the Code of Practice and relevant legislation and standards



- 6.4.16 ensure records, including copied and retained recordings, are kept in accordance with the requirements of the *Territory Records Act 2002*, including a provision for CCTV records in their respective records thesaurus and disposal schedules for such records
- 6.4.17 comply with the Code of Practice, relevant legislation and standards.
- 6.5 Safety, Security and CCTV Compliance Officer – the Safety, Security and CCTV Compliance Officer is responsible for ensuring compliance of all CCTV policies and procedures through internal audits of the system. The Safety Security and CCTV Compliance Officer will:
- 6.5.1 undertake six monthly audits of CCTV procedures and report to the Operational Capability Manager
- 6.5.2 maintain ACTION copies of CCTV recordings provided to third parties
- 6.5.3 ensure that CCTV footage is archived in accordance with the requirements of the *Territory Records Act 2002*.
- 6.6 Operational Fleet Manager – the Operational Fleet Manager is responsible for the maintenance and acquisition of all vehicles and relevant equipment in the ACTION fleet. The Fleet Service Manager will:
- 6.6.1 acquire, install and maintain CCTV equipment on fleet vehicles;
- 6.6.2 maintain inventory and asset control records for CCTV equipment on buses and other operational vehicles through the CCTV Asset Register;
- 6.6.3 sample images to ensure the quality of CCTV recordings is of the standard required for investigation and other purposes, in accordance with this policy;
- 6.6.4 nominate individuals to be appointed as Approving Officers and/or Authorised Users; and
- 6.6.5 complete all relevant documentation in relation to the viewing and retrieval of CCTV recordings.
- 6.7 Regional Managers – Regional Managers are responsible for the day-to-day operation of CCTV systems in their region accordingly. They also manage staff members who are users of the CCTV system. Regional Managers will:
- 6.7.1 ensure that viewing and copying of CCTV recordings is restricted to authorised users only and any viewing will not be undertaken when unauthorised persons are present;
- 6.7.2 complete all relevant documentation in relation to the viewing and retrieval of images;
- 6.7.3 nominate individuals to be appointed as Approving Officers and/or Authorised Users; and
- 6.7.4 maintain sufficient amount of DVD's for operating purposes.
- 6.8 Field Transport Officers – are responsible for the day-to-day operation of all CCTV systems in the field, such as at bus stations and outside depots. Field Transport Officers are appointed as authorised users and will:
- 6.8.1 ensure that CCTV systems are operational, including sampling images to ensure the quality is of the standard required, and report faults for appropriate action;
- 6.8.2 ensure that viewing and copying of CCTV recordings is restricted to authorised users only and any viewing will not be undertaken when unauthorised persons are present;
- 6.8.3 complete all relevant documentation in relation to the viewing and retrieval of images.



- 6.9 Approving Officer – The Director approves particular ACTION staff to be approving officers. Approving Officers are able to:
- 6.9.1 view CCTV recordings
  - 6.9.2 copy or approve the copying of CCTV recordings
  - 6.9.3 approve requests to copy and burn CCTV recordings
  - 6.9.4 maintain all CCTV Request forms, including those approved and not approved
  - 6.9.5 maintain the CCTV Copy Register
  - 6.9.6 approve and accompany Authorised Visitors to view CCTV recordings.
- 6.10 Authorised User – The Director approves which staff in ACTION are authorised to view CCTV recordings. These staff are known as authorised users. Authorised users are able to:
- 6.10.1 view CCTV recordings
  - 6.10.2 request to copy and/or burn CCTV recordings
  - 6.10.3 copy CCTV recordings once approved by an *Approving Officer*
  - 6.10.4 accompany Authorised Visitors to view CCTV recordings.
- 6.11 Authorised visitor – Authorised visitors are individuals who have been approved by approving officers to visit ACTION to view CCTV data and footage and view ACTION's CCTV systems. Authorised visitors must be accompanied by authorised users at all times while viewing CCTV data and footage.
- 6.12 Unauthorised User – Unauthorised users are all individuals not listed above. Unauthorised users are not permitted to use the CCTV system in any way.

## 7.0 SELECTION AND INSTALLATION

- 7.1 Selection, procurement, and acquisition of CCTV systems will be undertaken in accordance with the *Government Procurement Act 2001* and other ACT Government procurement guidelines.
- 7.2 CCTV equipment may be installed which is capable of recording or broadcasting audio. By default, all CCTV equipment will be set with audio recording turned off. Where capable, the CCTV system will be set to commence audio recording when the driver's duress alarm has been triggered.
- 7.3 CCTV systems will only be installed in areas of operation. Areas of operation include:
- 7.3.1 at bus stations (interchanges) or bus stop related areas
  - 7.3.2 on buses
  - 7.3.3 on operational vehicles
  - 7.3.4 at balance and safe rooms
  - 7.3.5 at workshops and workshop related areas
  - 7.3.6 at depots
  - 7.3.7 at other ACTION facilities such as layovers.
- 7.4 ACTION's operational area does not include toilet facilities, a change room, a shower or other bathing facility, a parent or nursing room, a prayer room, a sick bay, a first-aid room or any other area in a workplace prescribed by regulation.



- 7.5 All CCTV cameras and equipment must retain CCTV recordings for 30 days after the day recorded. Exceptions to this include ageing CCTV equipment in-service within ACTION which is technically unable to retain recordings for the legislated 30-day period. All cameras acquired in future must meet all legislative requirements.
- 7.6 When selecting and installing cameras consideration will be given to the physical environment and the features that may be required in cameras or supporting infrastructure.
- 7.7 Cameras selected for use by ACTION must be high quality colour cameras (analogue or digital) capable of capturing images that could be used to identify individuals and capable of motion detection.
- 7.8 Cameras will only be installed in operational areas. Cameras will not be hidden and will be placed in public view and will not be installed in private areas such as toilets or change rooms.
- 7.9 ACTION will notify people they are in an area where CCTV systems are operating through the installation of appropriate signage. Signage must include the four standard components of information required under the *Privacy Act 1988*:
- 7.9.1 CCTV pictogram
  - 7.9.2 purpose (i.e. safety camera)
  - 7.9.3 ownership (i.e. ACT Government)
  - 7.9.4 contact information.
- 7.10 A CCTV Asset Register is to be maintained for all CCTV equipment. The CCTV Asset Register will include the following information:
- 7.10.1 Item
  - 7.10.2 Make and Model
  - 7.10.3 Serial Number
  - 7.10.4 Date of Purchase
  - 7.10.5 Location
  - 7.10.6 Movement Record
  - 7.10.7 Decommission Date
- 8.0 MAINTENANCE CHECKS AND REPAIRS**
- 8.1 CCTV systems will be checked regularly. Any faults identified through checks will be repaired as required in accordance with maintenance contractual arrangements.
- 8.2 The Operational Capability Manager is responsible for establishing maintenance contracts and arrangements for all CCTV equipment with a licensed CCTV provider.
- 8.3 CCTV equipment faults identified through system alarms should be reported to the appropriate manager who will arrange for appropriate repairs and maintenance. CCTV equipment faults should be reported to:
- 8.3.1 Workshop Managers for equipment on buses and other fleet vehicles; or
  - 8.3.2 Operational Capability Manager for all other CCTV equipment.
- 9.0 USE OF CCTV SYSTEMS AND CCTV RECORDINGS**
- 9.1 ACTION uses CCTV systems to assist in the protection of passengers, ACTION staff, members of the public and community assets and infrastructure. CCTV systems may also be used to support investigations, both internal and external. CCTV recordings may be used to investigate any of the following activities:
- 9.1.1 criminal, illegal or antisocial activities (including identification of offenders)



- 9.1.2 identification of witnesses to criminal activity
- 9.1.3 prevention and reduction of crime and disorder
- 9.1.4 incidents related to accidents and/or insurance claims
- 9.1.5 misconduct of ACTION employees.
- 9.2 CCTV recordings will not be used for commercial or entertainment purposes.
- 9.3 To effectively protect passengers and staff, ACTION uses the CCTV system through live monitoring and the review of CCTV recordings related to reported incidents or offences.
- 9.4 All viewing of CCTV recordings is to be undertaken in a secure environment. Only users authorised to use CCTV systems, as defined in Section 6, should have access. CCTV systems and recordings must not be viewed if unauthorised users are present, unless the person is an authorised visitor. Where the computer system used to access CCTV systems is not located in a control room, the authorised user must ensure that there are no unauthorised users present when accessing the CCTV system.
- 9.5 The Operational Capability Manager will manage the list of staff who are authorised to use the CCTV system. The list, called the CCTV User Schedule, must be approved by the Director when an addition or deletion is made to the list of users. The CCTV User Schedule must include Approving Officers and Authorised Users. The Operational Capability Manager, Regional Managers and Field Operations Managers may nominate additional staff to be added to the CCTV User Schedule. Appointment to the CCTV User Schedule must only be made once an individual has undertaken training as directed.
- 9.6 Live monitoring of CCTV systems is only to be undertaken in control rooms, with no unauthorised users present.
  - 9.6.1 Viewing of live CCTV recordings will be undertaken fairly and lawfully and only within defined operational areas.
  - 9.6.2 Activities identified through live monitoring of CCTV systems which may be of a criminal nature, a breach of internal policies or procedures or another form of misconduct or anti-social behaviour will be reported to relevant authorities and their line manager. The Operational Capability Manager may then request that the incident be reported to Police or another authority for immediate attention. Alternatively, the Operational Capability Manager may choose to request the CCTV recording to be stored for investigation, in accordance with Section 11.
- 9.7 Review of CCTV recordings will only occur where a request for the recording has been made, in accordance with Section 10.

## 10.0 REQUESTS TO COPY OR BURN CCTV RECORDINGS

- 10.1 All requests to copy CCTV recordings, except live monitoring (which can only be undertaken by authorised users), must be received in writing. ACTION will generally only release CCTV recordings for a legitimate use, as identified in Section 9.6.
- 10.2 In addition, ACTION will only release CCTV recordings to:
  - 10.2.1 Police;
  - 10.2.2 statutory authorities with powers to prosecute;
  - 10.2.3 solicitors, where the recording may be relevant in civil proceedings; or
  - 10.2.4 other agencies, according to purpose and legal status.



- 10.3 ACTION will not release CCTV recordings to individuals or organisations not identified in Section 10.2, except where the release of the recording is in the public interest. For example, the disclosure of personal data for the purposes of identifying a public health or safety issue leading to the prevention or detection of crime.
- 10.4 Internal requests for CCTV recordings may be used:
- 10.4.1 to investigate possible breaches of ACTION policies and/or procedures
  - 10.4.2 to investigate damage to public property
  - 10.4.3 for accident and insurance claims
  - 10.4.4 to investigate critical incidents
  - 10.4.5 to investigate possible cases of employee misconduct
  - 10.4.6 to investigate safety or security incidents
  - 10.4.7 for training purposes.
- 10.5 All requests to copy CCTV recordings must be made on the CCTV request form, or other appropriate means, and must include the following information:
- 10.5.1 Incident date and time
  - 10.5.2 Details of the requesting individual or body
  - 10.5.3 Police Job Number (for requests by Police)
  - 10.5.4 Claim Number (if related to an accident or claim)
  - 10.5.5 IMS Number (if the incident is recorded in IMS) as a reference
  - 10.5.6 Shift Number (if related to an incident on a bus or at a bus station)
  - 10.5.7 Comments in relation to the request
- 10.6 The CCTV Request Form will then be considered by an approving officer and the following information must be recorded:
- 10.6.1 Approving officers name including signature and date approved or reason not approved
  - 10.6.2 Date, name and signature of approving officer when copied to disc
  - 10.6.3 Disc number
  - 10.6.4 Issues related to burning of recording
  - 10.6.5 Details of who, where and when the DVD was sent to.
- 10.7 Once a completed request for a CCTV recording has been received by ACTION it will be recorded by an authorised user on a CCTV Copy Register.
- 10.8 An approving officer or authorised user must download a CCTV recording subject to a CCTV Request that has been approved, within two days of the request being approved. The CCTV recording is to be downloaded onto a secured CCTV storage drive.
- 10.9 Copies of CCTV recordings will be undertaken by approving officers only. Details of the DVD will be recorded on the CCTV Request Form and in the CCTV Copy Register, with a DVD provided to the requesting party and a duplicate DVD provided to the Operational Capability Manager. Copies of CCTV recordings must be sent securely.

## **11.0 DESTRUCTION/DISPOSAL OF CCTV RECORDINGS**

- 11.1 All CCTV recordings must be kept for 30 days from the date recorded, where technically possible. The CCTV system will ensure that all CCTV recordings are kept on a recurring loop, which will overwrite recordings once the 30-day storage limit has been reached.
- 11.2 Exceptions to this are CCTV recordings which have been subject to an approved CCTV Request.
- 11.3 All CCTV recordings requested by police or the Road Transport Authority must remain on file.



11.4 All CCTV released must be kept in accordance with the Territory Records Act.

## 12.0 BREACHES AND COMPLAINTS OF THE CCTV SYSTEM

- 12.1 Use of the CCTV system must be undertaken in accordance with the policy, procedures, Code of Practice and relevant legislation. Non-compliance with the policy, procedures Code of Practice and legislation will be seen as a possible breach or interference with the CCTV system and will be investigated.
- 12.2 All users of the CCTV system who identify or witness possible breaches of the CCTV system must report the breach to the Operational Capability Manager immediately.
- 12.3 Possible breaches may also be found through audit of the CCTV system. All irregularities found during audit will be reported to the Operational Capability Manager or line manager for investigation.
- 12.4 All complaints received by ACTION about the CCTV system will also be investigated by the Operational Capability Manager.
- 12.5 Where the possible breach or interference involves an ACTION employee, the investigation will be undertaken in accordance with the procedures outlined in the *ACTION Enterprise Agreement 2010-2013*.
- 12.6 All possible breaches, interference with the CCTV system will be investigated by the Operational Capability Manager. The Director will receive an outcome of the investigation.
- 12.7 Following an investigation, the policy and procedures will be reviewed and updated as required.

## 13.0 AUDIT AND COMPLIANCE

- 13.1 The CCTV System will be subject to regular audits including:
  - 13.1.1 annual audit by an external reviewer to ensure compliance with this policy and relevant legislation;
  - 13.1.2 six monthly audit by the Safety, Security and CCTV Compliance Officer to ensure compliance with relevant procedures. This audit will review use of the:
    - 13.1.2.1 CCTV User Schedule
    - 13.1.2.2 CCTV Request Forms
    - 13.1.2.3 CCTV Copy Register.
- 13.2 The external audit will be undertaken by an officer external to ACTION each year. The external audit will be arranged by the Operational Capability Manager, who will provide the outcome of the audit to the Director-General and the Director.
- 13.3 Quarterly audits of CCTV system procedures will be undertaken by the Safety, Security and CCTV Compliance Officer. The Safety, Security and CCTV Compliance Officer will report the findings of the audit to the Operational Capability Manager.

### DICTIONARY

**ACTION Corporate Governance Framework** – an overarching framework that provides guidance, clarifies decision making processes, provides a measure of accountability and assures that the business meets agreed and legislated standards.

**ACTION Senior Management Team** – leadership group at ACTION responsible for making operational, financial and corporate governance decisions relating to the ACTION Buses.



**CCTV Asset Register** – a register of all components of the CCTV systems. There may be a CCTV Asset Register for all components in the field and a separate register for components on buses.

**CCTV Copy Register** – A register of all CCTV Requests made, including CCTV recordings burnt to DVD.

**CCTV recording** – the data, images and/or files recorded by the CCTV system.

**CCTV Request** – a request to view, or copy a recording made by the ACTION CCTV system. All requests must be made using the CCTV Request Form.

**CCTV system** – a system or network of CCTV equipment.

**CCTV User Schedule** – the list of Approved Officers and Authorised Users. This list is managed by the Operational Capability Manager and approved by the Director.

**Closed Circuit Television (CCTV)** – a television system intended for only a limited number of viewers, as opposed to Broadcast TV. This definition is inclusive of recording equipment (analogue or digital), display equipment, transmission systems, transmission media, and interface control.

**Code of Practice** – ACT Government Code of Practice for Closed Circuit Television Systems.

**Dictionary** – to be contained in all policy documents to identify key words or phrases for the purposes of providing and clarifying meaning; and to assist with web based search facilities.

**Policy, Governance and Compliance Officer** – manages the Policy Register and ensures all processes in the Policy Development Pathway are adhered to.

**Policy** – a plan of action to guide decisions on specific issues to ensure sound and consistent outcomes.

**Policy Development Framework** – the guiding framework within which all ACTION policies are developed.

**Policy Development Pathway** – sets out the processes that guide the development of all Policy.

**Policy Owner** – person responsible for content development and review of particular policies, usually where that policy relates to the Policy Owner's particular functional area.

**TAMS** – Territory and Municipal Services Directorate, in which ACTION is a business unit under the Roads and Public Transport Division.

## 14.0 LEGISLATIVE AND OTHER REFERENCES

Coalition of Australian Governments (2006). *National Code of Practice for CCTV Systems for the Mass Passenger Transport Sector for Counter-Terrorism*. CCTV Working Group.

Department of Justice and Community Safety, ACT Government (2009). *ACT Government Code of Practice for Closed Circuit Television Systems*. Security and Emergency Management Branch, Department of Justice and Community Safety, Canberra.

*Human Rights Act 2004;*

*Listening Devices Act 1992;*

*Privacy Act 1998;*

*Public Sector Management Act 1994;*

*Road Transport (Public Passenger Services) (Minimum Service Standards for Bus Services) Approval 2006 (No1).*

Road Transport (Public Passenger Services) Regulation 2002.

*Territory Records (Records Disposal Schedule -Security Coordination Records) Approval 2009 (No 1).*

*Workplace Privacy Act 2011.*

## 15.0 REVIEW DATE

15.1 This policy will be reviewed every 12 months. The next review date is April 2013.



## 16.0 POLICY DEVELOPMENT

- 16.1 ACTION's policies are developed within the ACT Government legislative framework and are designed to provide guiding principles in the decision making process.
- 16.2 All ACTION policies are developed in accordance with ACTION's Corporate Governance Framework and Policy Development Pathway.
- 16.3 Consultation with stakeholders occurs in the development and review of all ACTION policies before they are endorsed by the ACTION Senior Management Team. Public consultation is also undertaken for the development and review of all Service policies which have a direct impact on members of the public.
- 16.4 When endorsed, all policies are circulated to staff by the Director ACTION and placed on the ACTION Intranet. Service policies are also available on the ACTION website. Each policy has a policy owner who is responsible for updates to content as required and regular reviews.

## 17.0 POLICY DEVELOPMENT CONTACT DETAILS

- 17.1 For further information on the development of this and other ACTION policy, contact:

Policy, Governance and Compliance Officer  
 ACTION Bus Services  
 PO Box 158  
 CANBERRA CITY ACT 2601  
 Ph. 13 17 10

Policy details	
<b>Policy number</b>	SP005
<b>Version</b>	12.04.4
<b>Policy name</b>	Closed Circuit Television (CCTV) Policy
<b>Policy owner</b>	Operational Capability Manager
<b>Approved by</b>	Xxx on xx xxxxx xxxx
<b>Date effective</b>	Xx xxxxx xxxx
<b>Review date</b>	Xx xxxxx xxxx
Related documents	
Title	Version
CCTV Asset Register	
CCTV Copy Register	
CCTV Request Form	
CCTV User Schedule	
PR007 Copying of ACTION CCTV Recordings	



# ACT NOWASTE – CCTV COPY REGISTER

## 1. REFERENCES



The following documents define CCTV requirements and must be adhered to:

- ‘ACT Government Code of Practice for Closed Circuit Television Systems’; and
- ‘TAMS Guidelines for the Management of Closed Circuit Television’.

## 2. REQUESTS TO COPY/EXTRACT CCTV DATA



All requests to copy CCTV must be received in writing to the Divisional Representative. CCTV recordings will only be released, after consultation with the Agency Security Advisor, to:

- Police;
- Statutory authorities with powers to prosecute;
- Solicitors, where the recording may be relevant in civil proceedings;
- Other agencies, according to purpose and legal status; or
- Any other person authorised by the Director-General.

## 3. RELEASE OF CCTV DATA



CCTV recordings will not be released to individuals or organisations not identified in this document, except where the release of the recording is in the public interest. Internal requests for CCTV recordings may be used:

- To investigate possible breaches of Directorate policies and/or procedures;
- To investigate damage to public property;
- For accident and insurance claims;
- To investigate critical incidents;
- To investigate possible cases of misconduct;
- To investigate safety or security incidents; or
- For training purposes.

## 4. CCTV COPY REGISTER DETAILS



A CCTV Copy Register must be kept by business units who operate CCTV systems. This information must include:

- Approving Officer’s name, signature and date of approval to copy;
- Approving Officer’s name, signature and date when copied to storage media;
- Storage media identification (May be a serial number or other asset tracking system);
- Issues related to copying of recording (Such as an event title or brief description);
- Details of who, where and when the information was sent to; and
- The reason for the duplication as listed above.



This form is to be used for all CCTV Copy Approvals.



# ACT NOWASTE – CCTV COPY REGISTER

Version 1.2

See the back of this page for instructional information taken from the TAMS Guidelines.

## REQUEST TO COPY

 Requesting Officer's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date of Request: \_\_\_\_\_

 Reason for Request:  \_\_\_\_\_

(See Section 3 over page – Select the appropriate letter (A-G) and provide a brief description of the event)

 Possible release outside of ACT NOWaste:  'YES' or  'NO'


**If 'YES', requires immediate Security Advisor Notification through Director ACT NOWaste.**

## PRE-COPY APPROVAL AUTHORITY

 Approving Officer's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

'DECLINED'  'APPROVED' Date of Approval to Copy: \_\_\_\_\_

## POST-COPY CERTIFICATION


 Approving Officer's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date of Copy Action: \_\_\_\_\_


 Printed copy to Registry File No: \_\_\_\_\_

 Storage Media Used (Type):

USB  CD  Laptop  Hard Drive  Other \_\_\_\_\_

 Storage Media Identification (Serial Number/Asset Number): \_\_\_\_\_

## SECURITY ADVISOR CERTIFICATION (for release outside of ACT NOWaste)

 Approving Officer's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date of Certification: \_\_\_\_\_

 Details of who the recording has been provided to:

Organisation: \_\_\_\_\_ Person in charge: \_\_\_\_\_

Location: \_\_\_\_\_ Delivered to: \_\_\_\_\_

Date delivered/forwarded: \_\_\_\_\_ Method of transfer: \_\_\_\_\_

**The completed form must be placed on the ACT NOWaste Operational Support CCTV file!**