

General Policy**CAIRNS CLOSED CIRCUIT TELEVISION APPLICATION AND OPERATION**

Intent This policy is intended to guide the application and operation of Council's Closed Circuit Television (CCTV) System.

Scope This policy applies to the application and operation of the CCTV System, which is a network of closed circuit television cameras, which are installed in the Cairns Regional Council local government area (LGA). The system also includes one mobile camera that can be used for remote location requirements.

PROVISIONS

The objectives of the Cairns CCTV System are:

- to identify and prevent illegal and/or inappropriate behaviour in the Cairns Regional Council LGA which has the potential to alarm or threaten citizens, or to result in damage of property and the good order of the Cairns region,
- to permit and coordinate through a central point, the controlled release of information by Council to agencies authorised to receive data and to other statutory bodies with powers to prosecute to enable the development of effective responses to observed incidents,
- to contribute to an integrated multi agency approach to crime prevention and community safety,
- to inform and direct personnel considering the implementation/expansion of the CCTV System to ensure a consistent approach is applied in both its application and operation.

Purpose

The purpose of the Cairns CCTV System is:

- to assist in identification and co-ordination of responses to incidents that negatively impact upon the public safety of the community and visitors to the Cairns region
- to obtain reliable information that may be used as evidence
- to determine trends in crime through the analysis of statistics and data
- to develop community based, safety and capacity building intervention strategies through the analysis of data and CCTV footage.

Method

- to operate in accordance with approved Australian industry standards and legislation, as detailed in the Operating Procedures in relation to the provision of Security services and risk management,
- to operate with efficiency, impartiality and integrity,
- to acknowledge that personal protection has priority over property protection,
- to ensure that the public interest is paramount over the privacy of the individual and the private interests of system operators,

- to operate with regard to the public requirements for due care, diligence and confidentiality,
- to ensure the application and introduction of new cameras are assessed against an established and approved criteria,
- to ensure the release of information and data is coordinated and controlled through a centralised point which accords with the provisions of the Right to Information Act 2009, the Information Privacy Act 2009 and this general policy.
- to conduct an external audit and evaluation of the CCTV System on a biannual basis to ensure public confidence and integrity of the system.

CCTV Control Room

- This is defined as the area within which the CCTV data is monitored, retrieved and analysed
- Access to the CCTV control room is by approved Officers only
- All approved persons must complete the Visitors Form.
- No other person shall be granted admission to the monitoring room without the prior approval of the Chief Executive Officer, the General Manager with operational responsibility for this function or the approved CCTV Manager.

CCTV System Responsibilities

- The CCTV system is defined as the totality of arrangements for closed circuit television including, but not limited to the technological system, staff and operational procedures. Only approved officers may operate the CCTV System.
- Strategic direction and scope of the system, including camera location will be as resolved by Council.
- The following responsibilities have been appointed by Council's Chief Executive Officer in relation to this system:

1. CCTV Management

Council's City Safe Officer is appointed as the approved CCTV Manager responsible for the practical operations of the Cairns CCTV System, including ensuring that at all times the system is operated in accordance within Council Policies, Guidelines and all relevant legislation. The City Safe Officer will process, assess, access and view applications to view footage.

2. System Integrity and Statutory Compliance

The Manager, Corporate Performance, is the person appointed to ensure the integrity of Council's CCTV system. The Manager will appoint an external agency to conduct audits of the application of the CCTV Policy and Operating Procedures to ensure the integrity of the system and associated data base. Any changes to Operating Procedures will only be through prior authorisation by the Chief Executive Officer.

The delegated Right to Information Officers within the Records unit of the Corporate Performance branch will assess and endorse any data for release as requested under the *Information Privacy Act 2009 and Right to Information Act 2009*. That endorsement will ensure that the provisions of the *Right to Information and Information Privacy Act* have been met.

All requests for access to CCTV data outside the approved process (operating procedures) shall be referred to the Council's legal advisors.

3. Technical Support Services

The Manager, Technical Support Services is the person appointed to assume responsibility for technical support service to the CCTV System.

4. Network Maintenance

The Manager Information Services is the person appointed to assume responsibility for the system network of the CCTV system.

5. Complaints

All complaints in relation to the CCTV system will be investigated by the Manager, Corporate Performance.



This policy is to remain in force until otherwise determined by Council.

General Manager Responsible for Review:

**General Manager Sport
Community & Cultural Services**

**ORIGINALLY ADOPTED:13/11/2001
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REVOKED/SUPERSEDED:**