

# **GREATER SHEPPARTON CITY COUNCIL**

**Policy Number 10.POL1**

## **Fryers Street Taxi Rank CCTV Project Policy**

**Version 1.0**

**Adopted: 16 April 2013**

**Last Reviewed 16 April 2013**

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

## 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<br>Manager Neighbourhoods – Ph 5832 9700<br>90 Welsford Street, Shepparton 3630 |
| Media  | Communications Branch – Ph: 5832 9700<br>90 Welsford Street, Shepparton 3630  |
| Governance   | Chief Executive Officer – Ph 5832 9700<br>Director Community - Ph 5832 9700<br>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  
Team Leader Information Management  
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.

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| <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).*

## 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.

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**Gavin Cator**  
**Chief Executive Officer**

**Date**