

# **GREATER SHEPPARTON CITY COUNCIL**

**Policy Number 10.POL2**

## **Safer City Camera Network Policy Version 1.0**

**Adopted: 20 August 2013  
Last Reviewed: 20 August 2013**

<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>	August 2016

## 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 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.

The Safer City Camera Network was developed as part of a multifaceted community safety approach to be delivered within the Shepparton CBD and will work 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 will take a proactive and prevention approach through utilising an active monitoring model during peak times. Active monitoring will be used to assist with the identification of probable incidents allowing for attendance by Victoria Police prior the incident escalating.

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 the Victoria Police.

## 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
- 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.

## 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 are 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 Guidelines	Commissioner for Law Enforcement Data Security Guidelines
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

## POLICY

### 1. Network Principles

The purpose of the Greater Shepparton City Council Policy for 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 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, a mixed of fixed and PTZ cameras to enable effective monitoring. The technology used will be regularly reviewed to ensure that most up to date equipment appropriate to the purposes of the Safer City Camera Network is used.

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 have poor perceptions 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 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 operations and 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 vision 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 Policy whilst giving consideration to the *Private Security Act 2004 (Vic)*.

Safer City Camera monitors are located as outlined below:

- Control Room, Shepparton Victoria 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 they are in an area where there are 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 ext 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 9700 Manager Neighbourhoods – 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 Community Safety Officer Or any other Council officer as authorised by the Chief Executive Officer
Victoria Police Responsible Officers	
Requests for release of digital footage	Freedom of Information Office Victoria Police Ph: (03) 9247 6801 Email: <a href="mailto:foi@police.vic.gov.au">foi@police.vic.gov.au</a> <a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
General Enquiries	Station Commander, Shepparton Police Station Ph: (03) 5820 5777 Welsford Street, Shepparton 3630
Authorised Officers	Sworn members of the Victoria Police force at the discretion of the Station Commander, Shepparton

## 7. Complaints

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 Victoria Police Ethical Standards Department or the Office of Police Integrity. 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.

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

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***

## 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 offices of Victoria Police or Greater Shepparton City Council and managed in accordance with the Victoria Police Manual Policy and in compliance with the CLEDS Standards.

If a person other than a serving member of Victoria Police or authorised officer of the Greater Shepparton City Council wishes to access images, an application under the Freedom of Information (FOI) Act is to be made to Victoria Police through normal FOI procedures. The Victoria Police responsible officer will ensure that copies of the images are made and stored as per the procedures manual.

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

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

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

## 9. Maintenance

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

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

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

<b>ACTION</b>	<b>RESPONSIBILITY</b>
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 contact) 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. clean out cover and viewing window of each camera
- iii. every 2 years replace all lower acrylic dome covers exposed to the weather
- iv. check operation of all wireless network devices as appropriate
- v. check operation of Control Room workstation and display monitors

- vi. check operation of VMS by simulating image retrieval process
- vii. system database backup
- viii. archive historical images
- ix. check operational status of equipment power supplies.
- x. 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. Safer City Camera Network Evaluation**

Greater Shepparton City Council and Shepparton Victoria Police agree to evaluate the Safer City Camera Network system six weeks from the launch of the Network. A further comprehensive evaluation will be undertaken one year of the full commissioning of the Safer City Camera Network system.

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 Shepparton Victoria Police. This report will include any recommendations for improvements or changes in ongoing operation and management of the Safer City Camera Network.

## **11. 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 Chief Executive Officer. 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 Protocols, 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.

## 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**

Memorandums 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* and *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 a private property owner 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 authorised personnel.

## **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 closed circuit television (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 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.

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.

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.

*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.

*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).*

## **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)
- *Safer City Strategy 2011 - 2014*
- *Municipal Public Health Plan 2009-2013*
- *Community Development Framework*
- *Community Engagement Strategy*

## **REVIEW**

### **Policy**

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

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

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

## **Protocols and Standard Operating Procedures**

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

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**Gavin Cator**  
**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 entrance
10	Coles car park Vaughan Street, west
11	Coles car park Ashenden Street, west
12	Coles car park Ashenden Street, east
13	Coles car park Ashenden Street entrance
14	Coles car park Vaughan Street, east
15	North Street Taxi Rank
16	Wyndham Street Taxi Rank

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