

# **GREATER SHEPPARTON CITY COUNCIL**

**Policy Number 37.POL10**

## **Surveillance Policy**

**Version 1.2**

**Adopted 15 March 2016  
Last Reviewed 17 April 2018**

<b>Business Unit:</b>	Corporate Governance
<b>Responsible Officer:</b>	Manager Corporate Governance
<b>Approved By:</b>	Chief Executive Officer
<b>Next Review:</b>	Within six months of Council Elections

## PURPOSE

This Policy has been developed to provide guidance on the installation, monitoring, storage and access to footage of any CCTV or video surveillance devices operating in Council owned and managed buildings.

## OBJECTIVE

It is anticipated that surveillance cameras operating in Council buildings within the municipality will achieve the following objectives:

- Ensure the safety of Council employees, Councillors and members of the public.
- Protect property from theft and vandalism.
- Discourage aggressive behaviours and unlawful activity.
- Aid the investigation of incidents and apprehension of offenders.

## SCOPE

This policy applies to all fixed and portable CCTV or video surveillance devices installed or operated by Greater Shepparton City Council in Council owned and managed buildings.

The cameras covered by this policy include both closed circuit and video surveillance devices, but excludes all CCTV devices relating to the Safer City Camera Network and the use of hand held devices with recording capabilities such as smart phones, tablets and GoPro cameras.

This policy specifically addresses surveillance matters which involve members of the public, or interactions between members of the public and Councillors and/or Council Officers. For internal matters only relating to Council Officers, please refer to the Workplace Safety Procedure.

## DEFINITIONS

Reference term	Definition
Approved Location	Refers to a Council owned or managed building which has been granted CEO or Director approval for the use of a surveillance device.
Authorised User	Greater Shepparton City Council employees authorised by the CEO to view, monitor, store, delete and release footage from the Councils surveillance systems.
Closed Circuit Television (CCTV)	A system in which cameras are connected through a closed circuit and signals are not publicly distributed, but are monitored primarily for surveillance and security purposes.
Enforcement Agencies	Law enforcement agencies, including, but not limited to Victoria Police.
Video Surveillance Device	Video cameras which are used for surveillance purposes and where the images are captured and retained on the

## POLICY

### 1. Installation and location of surveillance devices

The location and type of surveillance device being installed must first be approved by the CEO or relevant Director. A register of all locations approved for the use of surveillance devices will be maintained by Council's Governance department (refer to M18/21520).

Appropriate signage will be displayed at each site to inform individuals that the area is under surveillance.

### 2. Monitoring and access to footage

Footage recorded and retained by the surveillance devices will be used for security purposes and the monitoring and investigating incidents. This may include, but is not limited to:

- Incident monitoring
- Detection of staff or public safety issues
- Detection and deterrence of vandalism or theft
- Monitoring of unauthorised access to Council sites

Authorised users will be appointed by the CEO or relevant Director using the template in Attachment 1. These users will then be granted access to view, monitor, store, delete and release footage in accordance with this Policy and all relevant legislation. A record of Authorised Users will be kept by the Executive Assistant to the CEO/Governance Department.

Copies of any surveillance captured by Council owned or managed devices will not be provided without first obtaining written consent from the CEO or relevant Director. Requests for footage must be made by completing the form in Attachment 3. Footage will be released at the discretion of the CEO or relevant Director in accordance with Information Privacy Principle (IPP) 2.1 of the *Privacy and Data Protection Act 2014*. A written note of the use or disclosure must always be kept with a copy of the footage that was released in Council's Surveillance Access Register (refer HPRM M18/21520) in accordance with IPP 2.2.

Law enforcement agencies will be exempt from completing Attachment 3 if the CEO, Director or Authorised User reasonably believes that the release of the footage is necessary for the prevention, detection, investigation, prosecution or punishment of a crime in accordance with IPP 2.1. However, it is preferable for the request to be made in writing to verify the identity of the law enforcement officer. Also, as above, a written note of the use or disclosure must be made in Council's Surveillance Access Register. The CEO or relevant Director may also authorise enforcement agencies to publish this footage to facilitate their investigations.

Council will handle all other requests to access surveillance footage in accordance with the *Freedom of Information Act 1982*.

### 3. Exemptions

Within some areas of Council, surveillance devices have been installed for the purpose of monitoring a particular work area (for example, an unmanned reception desk). These devices display live footage only, and do not have the capacity to record or store images.

For these devices, the requirement outlined in this policy to appoint authorised users has been exempt, as there are often many employees within the work area who passively monitor these types of footage.

### 4. Storage and disposal of footage

All personal information collected by surveillance devices will be handled in accordance with the *Privacy and Data Protection Act 2014*.

**All recordings will remain the property of Council and will be securely stored and/or destroyed in accordance with the *Public Records Act 1973* and the relevant Public Records Office Standards (PROS)**

#### RELATED LEGISLATION

- *Freedom of Information Act 1982*
- *Evidence Act 2008*
- *Privacy and Data Protection Act 2014*
- *Public Records Act 1973*
- *Public Records Regulations 2013*
- *Surveillance Devices Act 1999*
- *Surveillance Devices Regulations 2006*

#### REVIEW

This policy may be reviewed at any time, but no less than every four years and within six months of a general election. All reviews will be undertaken by the Manager Corporate Governance in conjunction with the Executive Leadership Team.



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**Peter Harriott**  
Chief Executive Officer

23/4/18

Date

#### ATTACHMENTS

**Attachment 1: Request to appoint an Authorised User**

**Attachment 2: Request for Approval for a CCTV device / location**

**Attachment 3: Request for Access to view or copy surveillance footage**

**Attachment 4: Notice of Surveillance Device in Operation**



## MEMO

**To:** Chief Executive Officer  
**From:** Manager / Director  
**Date:**  
**Subject:** Request to Appoint an Authorised User of a Council Surveillance Device

Name of Officer:	
Surveillance Site Location:	
Requested by:	(Responsible Manager / Director)

### Acknowledgement

I, (insert staff member name), hereby agree to comply with all relevant legislation, regulations, Council Policies and procedures in relation to the access, use and release of any surveillance devices and footage within my control.

**Date:**

**Signed:**

This authorisation is made by the Chief Executive Officer, Greater Shepparton City Council in accordance with the Surveillance Policy 37.POL6, adopted by Council on day month year.

**Authorised**

**Date:**

.....  
**Peter Harriott**

**CHIEF EXECUTIVE OFFICER**



## MEMO

**To:** Chief Executive Officer / Director  
**From:** **Manager**  
**Date:**  
**Subject:** Request for Approval for a CCTV device / location

Site Location:	
Number of Devices to be Installed:	
Exact Location of Each Device:	
Purpose of Surveillance:	
Primary Officer Responsible for Monitoring Footage:	
Requested by:	(Director)

This authorisation is made by the Chief Executive Officer, Greater Shepparton City Council in accordance with the Surveillance Policy 37.POL6, adopted by Council on **day month year**.

**Authorised**

**Date:**

.....  
**Name**

**POSITION TITLE (CEO / DIRECTOR)**



## Request for Access to View or Copy Surveillance Footage Captured by Greater Shepparton City Council

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

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

\_\_\_\_\_

Surveillance Device Location: \_\_\_\_\_

Timeframe:

Start time \_\_\_\_\_ am/pm on / /

End time \_\_\_\_\_ am/pm on / /

Preferred method of access (please circle): view / copy

If access is granted, will footage be provided to a third party: Yes / No

If yes, please state name of third party: \_\_\_\_\_

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

Signed: \_\_\_\_\_

### Office Use Only

Request Authorised / Request Declined

If Authorised, access is granted in the form of:

View Only                      Provide Copy

Authorisation of third party release: Approved / Denied

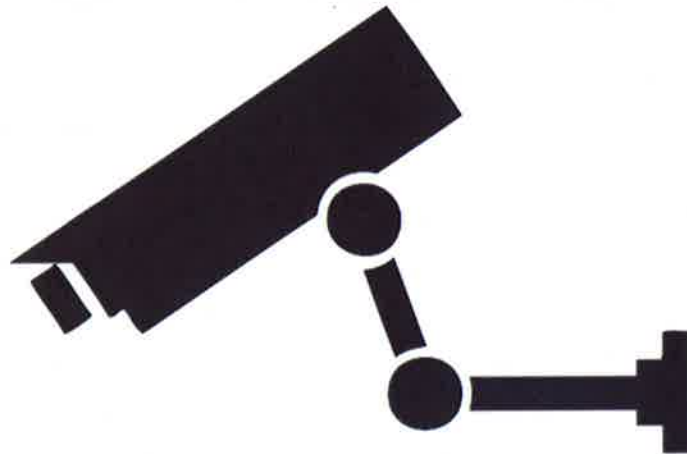
Date:

Name

POSITION TITLE (CEO / DIRECTOR)

**Attachment 4: Notice of Surveillance Device in Operation**

**Recommended Size:** W90mm x H120mm minimum, or  
W300mm x H450 maximum



For your safety and protection these premises are  
under constant video surveillance by the  
**Greater Shepparton City Council**

For more information please see the  
Greater Shepparton City Council Privacy Statement at  
[www.greatershepparton.com.au/privacy](http://www.greatershepparton.com.au/privacy)

**Greater Shepparton City Council**  
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