PROCEDURAL GUIDELINES

CCTV Surveillance Camera Operational Procedures
PART 1. INCIDENT REPORTING

DOCUMENT CONTROL

<table>
<thead>
<tr>
<th>Procedure Number:</th>
<th>Status:</th>
<th>Distribution:</th>
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<tr>
<td>P93.1</td>
<td>Approved</td>
<td>Internal/External</td>
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<table>
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<tr>
<th>Approved by:</th>
<th>Date approved/adopted:</th>
<th>Next review date:</th>
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<tbody>
<tr>
<td>CEO</td>
<td>24 June 2014</td>
<td>June 2015</td>
</tr>
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<tr>
<th>Directorate:</th>
<th>Department:</th>
<th>Contact person:</th>
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<tr>
<td>Corporate and Community</td>
<td>Corporate Governance</td>
<td>Governance Support Officer</td>
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REVISION RECORD

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
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<tr>
<td>16/06/2014</td>
<td>0.1</td>
<td>First draft</td>
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<td>23/06/2014</td>
<td>0.2</td>
<td>Final draft</td>
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1. INTRODUCTION

<table>
<thead>
<tr>
<th>Title</th>
<th>CCTV Surveillance Camera Operational Procedures – PART 1. Incident Reporting</th>
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<tbody>
<tr>
<td>Related Policy</td>
<td>CCTV Surveillance Camera Policy</td>
</tr>
<tr>
<td>Procedure Scope</td>
<td>This procedure applies to the operation of closed circuit television (CCTV) cameras located at the main Council office in Bright and the depot in Bright. This is a public document.</td>
</tr>
<tr>
<td>Commencement Date</td>
<td>June 2014</td>
</tr>
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<td>Review Date</td>
<td>June 2015</td>
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2. DETAILED STEPS, PROCEDURES AND ACTIONS

Management of the CCTV system

The following management structure has been developed in order to maintain privacy and protect the integrity of the footage captured by the Alpine Shire Council’s (‘Council’) CCTV system.

Authorised Operator – CEO, Directors, Manager Project Delivery

Authorised Operators are the managers of the CCTV system and have full access to the cameras for the purposes of monitoring live streaming footage and reviewing recorded or extracted footage.

In the event of an incident, an Authorised Operator is responsible for reviewing footage and where necessary creating a record of Council.

Authorised Operators will also assess and approve the viewing permissions of any other staff on a temporary or ongoing basis and supervise any viewing of recorded incidents.

System Administrator – Information Technology Advocate

The System Administrator has access to the camera operating system. This access is required to ensure the system is in good working order and that any system faults or general maintenance issues can be dealt with effectively and efficiently.

The System Administrator does not have general access to view live or recorded footage outside of any requests to extract and save footage and scheduled or emergency maintenance functions.
Other staff and members of the public

Access to view footage of recorded incidents may be granted to other staff members or members of the public by Authorised Operators. This access may be required for investigations into incidents. Access will be conducted under the supervision of an Authorised Operator and will be assessed on a case-by-case basis.

Any other access to view footage of recorded incidents must be requested via the Freedom of Information (FoI) process.

Law enforcement agencies

Any incidents of a criminal nature must be referred to the Victorian Police for further investigation. Access to view any CCTV footage relating to the incident will be provided by the Authorised Operators. Copies of footage will be provided following a formal request or court order.

Incident Reporting Procedure

NOTE: Triple 0 (000) must be called for any emergency requiring urgent attendance by police, fire or ambulance. If the incident is of a criminal nature, it shall be immediately referred to the Victorian Police for further investigation. These procedures do not override any State or Commonwealth Act in relation to unlawful activity.

An incident is defined as an occurrence or event that could result in harm to persons, property or business operations.

An incident may occur at any time, and may involve members of the public, Council employees and/or Councillors.

As per Council's Occupational Health and Safety Policy, it is the responsibility of all staff members to report any illness, injury, hazard, near miss or incidents and losses as soon as they are detected to their manager or supervisor, or in their absence, the Risk Management Officer or Health and Safety Representative.

The report should be recorded using the Register of Incident form (employees) or the Public Incident Notification form (public).

Should the incident take place in an area patrolled by the CCTV cameras, the subsequent steps should be followed after the incident has been reported as part of the standard incident investigation procedures:
• A request to have the footage reviewed should be made as soon as is practicable to an Authorised Operator. The request should be made by a manager, Risk Management Officer or Health and Safety Representative using the details on the Register of Incident form or Public Incident Notification form.
• If a request to review footage is not made within 30 days of the incident taking place, any footage captured by CCTV will be erased.

INCIDENT REPORTED - REVIEW FOOTAGE

• Any identified footage of an incident that is of adequate significance and of reasonable quality will become a record of Council.
• Access to view the footage may be provided to the manager investigating the incident and/or the Risk Management Officer by an Authorised Operator.
• Other members of staff and members of the public may also be granted access to view the footage by an Authorised Operator as part of an investigation.
• If the incident is of a criminal nature, law enforcement agencies will be granted access to view the footage. Copies of the footage will be provided following a formal request or court order.
• Any other requests to view footage of an incident must be made via the FoI process and assessed in accordance with the Freedom of Information Act 1982.
• For more information on how to make a FoI request, contact Council’s Freedom of Information Officer or go to www.foi.vic.gov.au

INCIDENT RECORDED - ACCESS TO VIEW

• Viewing of footage will take place in a private location under the supervision of an Authorised Operator.
• Approved access will be for viewing purposes only. No copies of footage or still shots will be provided to staff members, Councillors or members of the public.
• Victoria Police will be provided copies of footage following a formal request or court order.
• The identity, words and actions of any individual/s featured on the footage must remain confidential while an investigation is underway.
• The privacy of any individual/s featured on the footage must be maintained at all times.
Incident Records

CCTV footage of a reported incident that is of reasonable quality will be saved as a record of Council. Council’s Corporate Records Policy defines a record as “recorded information, in any form, including data in computer systems, created or received and maintained by an organisation or person in the transaction of business or the conduct of affairs and kept as evidence of such activity”.

It will be at the Authorised Operator’s discretion as to whether the incident reported is of adequate significance and if any footage captured is of a reasonable quality to use for further investigations. If the incident is not shown clearly, or the identity of those involved cannot be confirmed, then the footage may be deemed unusable and as such not saved as a record.

Incidents that are of reasonable quality will be recorded individually and be clearly labelled. To ensure the confidentiality of these records, they will be stored in a secure location accessible only by the Authorised Operators.

Records will be retained and disposed of in accordance with the Public Record Office Victoria (PROV) requirements.

Complaints

Any complaints or concerns regarding the management or use of Council’s CCTV system will be handled in accordance with the Council complaints handling procedure. Submissions should be made in writing and marked to the attention of the Manager Project Delivery.

In person: Alpine Shire Council office, corner Great Alpine Road and Churchill Avenue, Bright
Mail: PO Box 139, Bright VIC 3741
Email: info@alpineshire.vic.gov.au
Online: www.alpineshire.vic.gov.au (via Customer Request Form)

3. ROLES AND RESPONSIBILITIES

The following positions are responsible for approving, implementing, complying with, monitoring, evaluating reviewing and providing advice on the procedural guidelines:

<table>
<thead>
<tr>
<th>Implementation</th>
<th>• CEO, Directors and Managers</th>
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<tbody>
<tr>
<td>Compliance</td>
<td>• All employees and Councillors</td>
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<tr>
<td>Development/Review</td>
<td>• Governance Support Officer</td>
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<tr>
<td></td>
<td>• Risk Management Officer</td>
</tr>
<tr>
<td>Interpretation/Advice</td>
<td>• Governance Support Officer</td>
</tr>
<tr>
<td></td>
<td>• Risk Management Officer</td>
</tr>
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<td></td>
<td>• Information Technology Advocate</td>
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CCTV Surveillance Camera Operational Procedures – PART 1
Created on 24/06/2014
4. SUPPORTING DOCUMENTS

This Procedural Guideline should be read in conjunction with all other relevant Council policies and procedures, as well as relevant legislative requirements.

Related Legislation

- Surveillance Devices Act 1999 (Vic)
- Information Privacy Act 2000 (Vic)
- Public Records Act 1973 (Vic)
- Private Security Act 2004 (Vic)
- Freedom of Information Act 1982 (Vic)
- Evidence Act 2008 (Vic)
- Charter of Human Rights and Responsibilities Act 2006

Related Policies

- CCTV Surveillance Camera Policy
- Employee Code of Conduct
- Corporate Records Policy
- Corporate Records Disposal Policy
- Occupational Health and Safety Policy
- Risk Management Policy
- Prevention of Bullying and Occupational Violence Policy

Related Guidelines

- Closed Circuit Television (CCTV): Application guidelines (Australian Standards 4806.2-2006)
- Closed Circuit Television (CCTV): PAL signal timings and levels (Australian Standards 4806.3-2006)
- Closed Circuit Television (CCTV): Remote video (Australian Standards 4806.4-2006)
- Closed Circuit Television in Public Places – guidelines (Victorian Ombudsman)
- Guide to Developing CCTV for Public Safety in Victoria (Department of Justice 2011)
Other documents

- Info Sheet 03.12 – Surveillance and Privacy (Privacy Victoria)
- Info Sheet 04.10 – Privacy in the Workplace (Privacy Victoria)
- Surveillance in Public Places (Victorian Law Commission 2010)

5. BREACHES AND SANCTIONS

Failure to follow the directions within these Council procedures will be subject to investigation which may lead to disciplinary action and potential legal ramifications.

6. DEFINITIONS AND ABBREVIATIONS

Definitions of terms used in the procedural guideline and explanations of any abbreviations and acronyms.

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>CCTV</td>
<td>Closed circuit television</td>
</tr>
<tr>
<td>FoI</td>
<td>Freedom of Information</td>
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<tr>
<td>Employees</td>
<td>Alpine Shire Council employees, volunteers, contractors</td>
</tr>
<tr>
<td>Council</td>
<td>Alpine Shire Council</td>
</tr>
<tr>
<td>Council office</td>
<td>Main office building complex, corner Great Alpine Road and Churchill Avenue, Bright</td>
</tr>
<tr>
<td>Council depot</td>
<td>Works and Open Spaces depot complex, Churchill Avenue, Bright</td>
</tr>
</tbody>
</table>

01APPROVAL

Dave Barry  
Chief Executive Officer  
Date Approved