

	<h1 style="text-align: center;">CCTV (Asset and Facility) Operating Procedure</h1>
Version No.	V1.0 – 24 August 2020
Endorsement	Executive, 19 June 2020 Policy Review Panel, 24 August 2020
Authorisation	Council, 14 September 2020
Review date:	15 October 2024
Responsible officer:	Manager Operations
Policy owner	Property Services Coordinator

1. Purpose

The purpose of this Procedure is to ensure the monitoring and collection of Closed Circuit TeleVision (CCTV) footage, obtained in association with the operation of Melton City Council’s CCTV systems is facilitated in accordance with Council’s adopted CCTV (Assessment and Installation) Policy. It aims to balance the rights and needs of all stakeholders and to clarify associated operational arrangements.

2. Procedure

The Procedure is intended to ensure the operation of the Melton City Council CCTV systems is consistent with the CCTV (Assessment and Installation) Policy and all relevant legislation and standards.

Melton City Council is committed to protecting individual privacy and this document outlines the manner in which data collected through the operation and maintenance of Council CCTV systems is used.

As per the Policy, this Procedure only applies to Council owned and operated CCTV systems.

3. Operational Guideline

All of Councils CCTV systems and associated data records produced by those systems will be managed in accordance with the following guidelines:

3.1 Council’s use of CCTV equipment

Council use of CCTV equipment will occur only after the **Situational Needs and Opportunities (SNO)** Assessment has been facilitated, and one of the following operational settings applies:

- foreseeable threat to Council property or staff (active viewing)
- preventative measure to dissuade or arrest anti-social or criminal behaviour (active viewing)
- to monitor and enhance delivery of a Council service (active viewing)
- where damage to Council property or injury to Council staff, visitors or members of the public has occurred (passive review of incidents)

Access to data collected as part of CCTV operations may be provided to these parties when:

- evidence is required in which to investigate or prosecute a suspected or alleged crime (passive review)
- otherwise authorised by law e.g. Freedom of Information request (FOI), subpoena

The decision as to whether a review of footage is approved under the above authorised usages can only be made by an Authorised Officer.

3.2 CCTV Business case

As per the CCTV (Assessment and Installation) Policy, CCTV requests must be accompanied by an SNO Assessment and an approved business case prior to a decision to their implementation being made.

The CCTV business cases must include:

- a) A clear purpose, objectives and review process and outline how the criteria of the CCTV (Assessment and Installation) Policy is met.
- b) An explanation of how the CCTV system will be part of a suite of safety strategies including signage and other situational prevention measures.
- c) Detail as to how the initiative meets the principles and outcomes the SNO assessment
- d) A full cost-benefit analysis.

The decision to approve a type of CCTV asset to be installed, under the above authorised corporate uses, and subject to the application of the CCTV (Assessment and Installation) Policy, may be made by the Facility Manager.

3.3 Storage of Data Produced by CCTV System

All data collected using this system, including recorded images and audio, will be managed in accordance with the provisions of the relevant Act & Regulations listed under section 14 of the CCTV (Assessment and Installation) Policy and section 6 of this procedure, and those relevant Council policies relating to the control of private information.

Storage of the CCTV footage will not be retained for any period of time greater than the overwritten capacity of the DVR hard drive, with the exception of copied footage released to a law enforcement agency or information being used as part of an ongoing operational Council requirement.

All persons involved in the operation of the system are to exercise due care to prevent improper disclosure of material.

3.4 Signage and Notification

Signs will be displayed in CCTV camera monitoring areas. The signs will allow people entering Council facilities and workplaces to be made aware that CCTV systems operate within the facility

3.5 Prohibited access and disclosure of CCTV outputs

Any unauthorised use of CCTV footage or associated outputs for any purpose outside this procedure is prohibited.

3.6 Requests for Information

Requests by a law enforcement agency must be in writing to the CEO, General Manager Planning and Development, or Manager Operations stating that the request is made as a part of an active and current investigation.

Requests for information by an individual must be made under the Freedom Of Information Act (FOI) and determined under FOI by Council's FOI Officer.

3.7 Inappropriate Release of Data

Council will seek to minimise the risk of inappropriate release of data. Should the inappropriate release of data be identified then the matter will be corrected as soon as possible and the release of data will be subject to an investigation.

In any instance where a release of data is found to be through corruption or a deliberate unlawful act then the matter shall be reported to Victoria Police for investigation.

Where possible, an individual whose privacy has been compromised through the inappropriate release of data shall be notified of the release of their information unless there is a reasonable and lawful justification for not doing so.

3.8 Amendments to System or Operational Guidelines

The Manager Operations may approve changes to the composition of a CCTV system through the disposal or acquisition of devices associated with its operation.

The Manager Operations may approve minor changes to this operational procedure. Minor changes are deemed to be changes that do not alter the original purpose or the overall intent of this code of practice.

4. Responsibility /Accountability

4.1 Manager Operations

The Manager Operations will have management responsibility for the Council CCTV systems and ensuring that all staff comply with these operating guidelines.

4.2 Authorised Camera Operator

The Authorised Camera Operator (ACO) is responsible for operational monitoring of the systems.

5. Procedure review

This Procedure will be reviewed in line with the Policy review and every two years from the date of Council's Policy adoption, or at any other time deemed warranted by the project governance arrangements associated with this procedure.

6. Related documents

CCTV (Assessment and Installation) Policy

Privacy Policy

Freedom of Information Procedure