

WOLLONGONG CITY COUNCIL



CCTV STANDARD OPERATING PROCEDURES

**North Wollongong &
Puckeys Beach**

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INTRODUCTION

1. The Purpose of this Document

This Document details the procedures for the management and control of CCTV (Closed Circuit Television) systems and recorded data at North Wollongong Beach operated by Wollongong City Council (“Council”).

The “Standard Operating Procedures” contained in this Document are designed to give effect to the provisions adopted by Council in the CCTV Program – Policy and Code of Practice (“the CCTV Policy”).

It is acknowledged that CCTV cameras installed in public place locations and as part of Council infrastructure may also capture Council staff performing work tasks. The CCTV Program the subject of this Code of Practice is not designed to intentionally provide workplace surveillance. Where the purpose is to provide workplace surveillance and/or a record of accidents or other non-crime incidents, Council’s Surveillance of Employees Policy must be complied with.

2. Standard Operating Procedures (“SOPs”)

- 2.1 These SOPs identify the day-to-day procedures for the operation of CCTV cameras utilised in the City by Council. These SOPs should be read in conjunction with the CCTV Policy.
- 2.2 Council staff involved in the operation or management of CCTV must understand the contents of these SOPs. Adherence to the CCTV Policy relies on all staff having a complete understanding of the SOPs and fully complying with them.
- 2.3 Instructions supplementing these SOPs may be issued from time to time, but only where they are consistent with the CCTV Policy. Similarly, any modifications to these SOP’s must be consistent with the CCTV Policy, and must be reflected in reissued SOPs to have effect.

3. Security of SOPs

- 3.1 These SOPs remain the property of Council; however, they are to be publicly available.

4. Review of and Changes to SOPs

- 4.1 The Beach Services Operations Manager is authorised to issue instructions supplementing these SOPs, and making modifications, as permitted under clause 2.3 above.
- 4.2 These SOPs are also subject to review as part of the evaluation program set out in the CCTV Policy.

PROCEDURES

1. General

All Council officers and other persons contracted to work in relation to Council's CCTV system must:

- (i) ensure that that system is not used in any way which could damage or adversely impact on the lawfulness, integrity and reputation of Council;
- (ii) maintain the highest moral, professional and ethical standards in the application and performance of their duties;
- (iii) must safeguard all information and knowledge which is confidential and exercise due care and responsibility to prevent its improper disclosure or use.

2. Staffing

Induction

- 2.1 Prior to commencement of initial employment or engagement utilising any CCTV system or associated system, Council or other persons are required to complete an induction.
- 2.2 This induction shall include an explanation of the CCTV Policy, as well as these SOPs.
- 2.3 At the conclusion of the induction, the relevant Council or staff shall sign a statement to the effect that they have read and understood the CCTV Policy, and these SOPs, and agree to be bound by them.

3. Monitors

- 3.1 Standard Operating Procedures for each site will show the captured areas of the cameras and will be made available to the public and on Council's website.
- 3.2 Council CCTV cameras observe the locations identified in the CCTV Policy. Monitors relating to each location are contained within that Council facility, or closely nearby.
- 3.3 In some locations, the relevant monitor is located within an area of pedestrian traffic, including traffic comprising members of the public. Where possible, monitors in those locations are to be affixed or rotated such that overlooking by staff other than staff with CCTV responsibility, or members of the public, is minimised or, where practicable, removed altogether.

3.4 CCTV location and surveillance area



4. Access to Equipment

- 4.1 Apart from the cameras, relevant equipment relating to CCTV consists generally of monitors, computers and controls.
- 4.2 The vision taken by the cameras is automatically stored at on the CCTV computer at North Wollongong Beach, in the staff office.
- 4.3 Only Council staff designated as having responsibility for CCTV, and other authorised persons with responsibility for repairing or maintaining CCTV related equipment are permitted to have access to any operating controls of that equipment.
- 4.4 Under no circumstances are visitors or unauthorised persons permitted to operate any equipment relating to CCTV, including the monitors.
- 4.5 Access to equipment shall be via individual 'Log In' identifiers. No member of staff is to divulge their 'Log In' to another person.
- 4.6 Beach Services Operations Manager will have full access to the CCTV system for the

purposes of review of information, retrieval of information, production of copies of information.

- 4.7 Leading Hand Lifeguards, senior Lifeguards and Ocean Lifeguards – will have access to the CCTV system during lifeguard operational hours for the purpose of ensuring the CCTV system is operational.

5. Functioning of equipment

- 5.1 At the commencement and conclusion of each day, Lifeguard staff are to:
- (i) turn the CCTV monitor on,
 - (ii) check that the relevant camera or cameras are not damaged and that the system is working effectively; and
 - (iii) turn the monitor off so the CCTV monitor cannot be viewed.
- 5.2 Where the staff member identifies damaged cameras or a problem with the system, they are to contact the Beach Services Operations Manager who will liaise with organise repairs.
- 5.3 Where necessary, at the completion of each shift, staff are to brief incoming staff on any incidents that require action during that next shift.

6. Observation and Incident Protocol

Incident Response Procedure

- 6.1 On identifying the occurrence of an incident, staff are to:
- (i) Complete an incident report; and
 - (ii) Contact the Police where a serious criminal offence is observed (or other emergency personnel where the incident is a fire or serious health matter or serious motor vehicle accident); and
 - (iii) Continue to monitor the incident.

Incident Reporting and Recording

- 6.2 In the space surrounding the relevant monitor or monitors, a CCTV Observation & Incident Log and an Incident Report Form are to be available at all times.

The Incident Notebook is to be a notebook with sequentially numbered pages that is to provide appropriate space to record:

- (i) the type of incident;
- (ii) the location of the incident;
- (iii) the date and time of the incident;
- (iv) the electronic identifier for the incident on the recorded vision;
- (v) whether Police or other emergency service providers were contacted;
- (vi) the name of the staff member viewing the CCTV and entering the information.

The Incident Report Form is to be a Wollongong City Council Incident Report Form to record the following:

- (i) the type of incident;
 - (ii) the location of the incident;
 - (iii) the date and time of the incident;
 - (iv) whether Police or other emergency service providers were contacted;
 - (v) the name of the staff member recording the information.
- 6.3 At the conclusion of the incident, staff are to record the type of incident, location, date and time in writing in the CCTV Observation & Incident Log and on the Incident Report Form.
- 6.4 Where an incident is reported to staff after it is said to have occurred, staff are to, as soon as practicable contact the Aquatic Services Coordinator who will conduct a search on the system with a view to locating the incident. Where the incident can be located, it is to be entered into the Incident Notebook in the terms identified at paragraph 6.2 above.

Notification of an Incident to Police

- 6.5 Where Police are notified by staff of an incident, staff may choose to stay in telephone contact with Police during the time period relating to the incident.

7. Data and Recorded Information Handling

- 7.1 All vision captured by cameras is recorded.
- 7.2 Consistent with the CCTV Policy, recordings are generally maintained for 28 days only, and thereafter deleted.

Downloading and Storage of Recorded Material

- 7.3 The retention of, and access to, recorded material will be only for the purposes provided by WCC CCTV Program – Policy & Code of Practice and will be kept no longer than is necessary for the purposes of the CCTV program. Recorded material no longer required will be disposed of using approved disposal methods of destruction or erasing.

Recorded Material and Photographs

- 7.4 Requests to view and/or retain data other than by authorised WCC staff stated in this procedure maybe made by legally authorised representatives only – e.g. Federal or State Police, Statutory Authorises with powers to prosecute and Barristers, Lawyers and Solicitors.
- 7.5 Recorded material and photographs will be treated according to all relevant or appropriate legislation and standards so as to provide continuity of evidence and to avoid contamination of evidence.
- 7.6 Recorded material and photographs will not be sold or used for commercial purposes or the provision of entertainment and will only be used for the purposes as contained in the Code of Practice.

- 7.7 The showing of recorded material or photographs to the public will be allowed only in accordance with the needs of the NSW Police in connection with the investigation of the incident or in any other circumstances provided by law.
- 7.8 Appropriate security measures will be taken against unauthorised access to, alteration, disclosure, accidental loss or destruction of recorded material.
- 7.9 Staff members shall permit the viewing of a previously recorded image only on authority of the Aquatic Services Coordinator.
- 7.10 Staff members will facilitate the viewing of the recording on location and will play, pause, rewind or replay the occurrence as directed by the Aquatic Services Coordinator.
- 7.11 Access to and use of recorded material and photographs must only take place:
- (i) In compliance with the needs of NSW Police in the investigation of incidents
 - (ii) For use following incidents at Puckeys Beach.

Media and Public Enquiries

- 7.12 Staff and contractors must not divulge any information about any aspect of the CCTV system to media representatives or public enquiry
- 7.13 Any media inquiries made directly to staff must be directed to Aquatic Services Coordinator.
- 7.14 Subject to the concurrence or request of the NSW Police, the General Manager, Wollongong City Council or his/her delegate, may approve release of recorded material or photographs to the media.
- 7.15 Any information released to the media should be accompanied by a signed release document which clearly states what the data will be used for and sets out the limits on its use.

8. Production and Release of Recorded Material

- 8.1 All applications for access to recorded footage are to be made to Council, and will be assessed by Council under the *Government Information (Public Access) Act 2009*.
- 8.2 Where an appropriately completed and authorised application form has been submitted for the release of a recorded and/or still image, it is either a recorded copy or photograph of the relevant portion taken from the Council's server.
- 8.3 All forms are to be recorded in TRIM
- 8.4 Upon receipt of an duly authorised application form for the release of a DVD and/or still photo the authorise Council Officer must:
- (i) ensure the Request for Copy of DVD/Photo has been completed correctly
 - (ii) search the stated occurrence

- (iii) copy the stated occurrence from the server to a blank DVD including but no less than an additional 1 minute immediately before the incident commenced and immediately after the incident concluded
- (iv) record on the back of each still photo image the reason for production of the image and the date and time at which it was produced

8.5 Prior to the release of either DVD's and/or still images, staff shall ensure that the receipt for the DVD and /or photographs has been authorised by either a NSW Police Officer or the General Manager, Wollongong City Council or his/her delegate by endorsing the Release for DVD/Photo extract

Enquiries and Complaints

8.6 A straightforward and efficient complaint handling procedure is provided by Council.

8.7 Complaints in relation to any aspect of the management or operation of the CCTV system may be made in writing to Council, Attention General Manager, Locked Bag 8821, Wollongong DC NSW 2500. Refer to WCC CCTV Program – Policy & Code of Practice.

9. Maintenance of Equipment

9.1 Any defect, problem or significant issue with the system or its operation is to be reported as soon as practicable to Aquatic Services Coordinator.

9.2 System is to be maintained on an annual basis by qualified trained technicians in “as manufactured” condition. Hardware and software is to be up-dated as determined by the Aquatic Services Coordinator.

9.3 Maintenance records are to be maintained in TRIM.

FORM ONE

CCTV Access Form

Wollongong City Council may, by discretion and according to the Wollongong City Council CCTV Operating Procedures, allow access to CCTV footage by authorised personal. The circumstances in which personal, including police, are able to access CCTV footage will be carefully controlled.

Request to Access CCTV Footage

Name: _____

Organisation: _____

Address: _____

Contact Number: _____

Event Date: _____

Event Time: _____

Event Information: _____

Signature: _____

Date: _____

Event Viewed: Yes / No
CD Requested of Footage: Yes / No
CD Provided Date: _____

Authorised by: _____

Date: _____

Any other relevant information:

FORM 1: CCTV Access Form

REQUEST FOR DVD / PHOTO EXTRACT

**Aquatic Services Coordinator, Wollongong City Council
Locked Bag 8821, Wollongong NSW 2500
TEL: (02) 42277111**

Alleged Incident _____

Location of Incident _____ Date/Time of Incident _____

COPS Event Number (if applicable) _____

Requesting Officer's Name _____ Registered No _____

Requesting Officer's Signature* _____ Station/Branch _____

Authorising Officer's Name _____
Local Area Commander / Duty Officer (Please circle)

Authorising Officer's Signature _____ Date: _____

**I acknowledge that I am responsible for ensuring that the DVD / photo(s) is/are only used for official purposes & remains in the Exhibit Room (or otherwise properly secured) when not in use.*

RELEASE OF DVD / PHOTO EXTRACT

**Crime Manager - Wollongong Area Local Area Command
Church St Wollongong NSW 2500
FAX: (02) 42267731**

Reviewing Staff Name _____ Signature _____

Date/Time _____

Collecting Officer's Name _____ Registration No: _____

Collecting Officer's Signature* _____ Station/Branch _____

Date _____

**I acknowledge that I am responsible for ensuring that the DVD / photo(s) is/are only used for official purposes & remains properly secured when not in use.*

Name: _____

Signature: _____ Date: _____

**Aquatic Services Coordinator, Wollongong City Council or his/her delegate
[Acknowledging Request and/or Authorising Release]**



FORM FOUR
CCTV Standard Operating Procedures Induction Listing

I have read and understand the procedures relating to the operation of CCTV at North Wollongong & Puckeys Beach and will agree to be bound by them.

Staff's Name	Position	Date	Signature	Authorised By

Only staff named and signed above may have access to the recorded CCTV vision. Please ensure one of these staff are notified immediately if vision recorded on the CCTV is required to be viewed.

