

WOLLONGONG CITY COUNCIL 2018



CCTV STANDARD OPERATING PROCEDURES – IHub 93 Crown Street, Wollongong



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INTRODUCTION

1. The purpose of this Document

This Document details the procedures for the management and control of CCTV systems and recorded data operated by Wollongong City Council (“Council”), other than the systems relating to IHub 93 Crown Street, Wollongong.

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.

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”).

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 Facilities Controller – CBD Assets 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:

- (a) ensure that that system is not used in any way which could damage or adversely impact on the lawfulness, integrity and reputation of Council;
- (b) maintain the highest moral, professional and ethical standards in the application and performance of their duties;
- (c) 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.

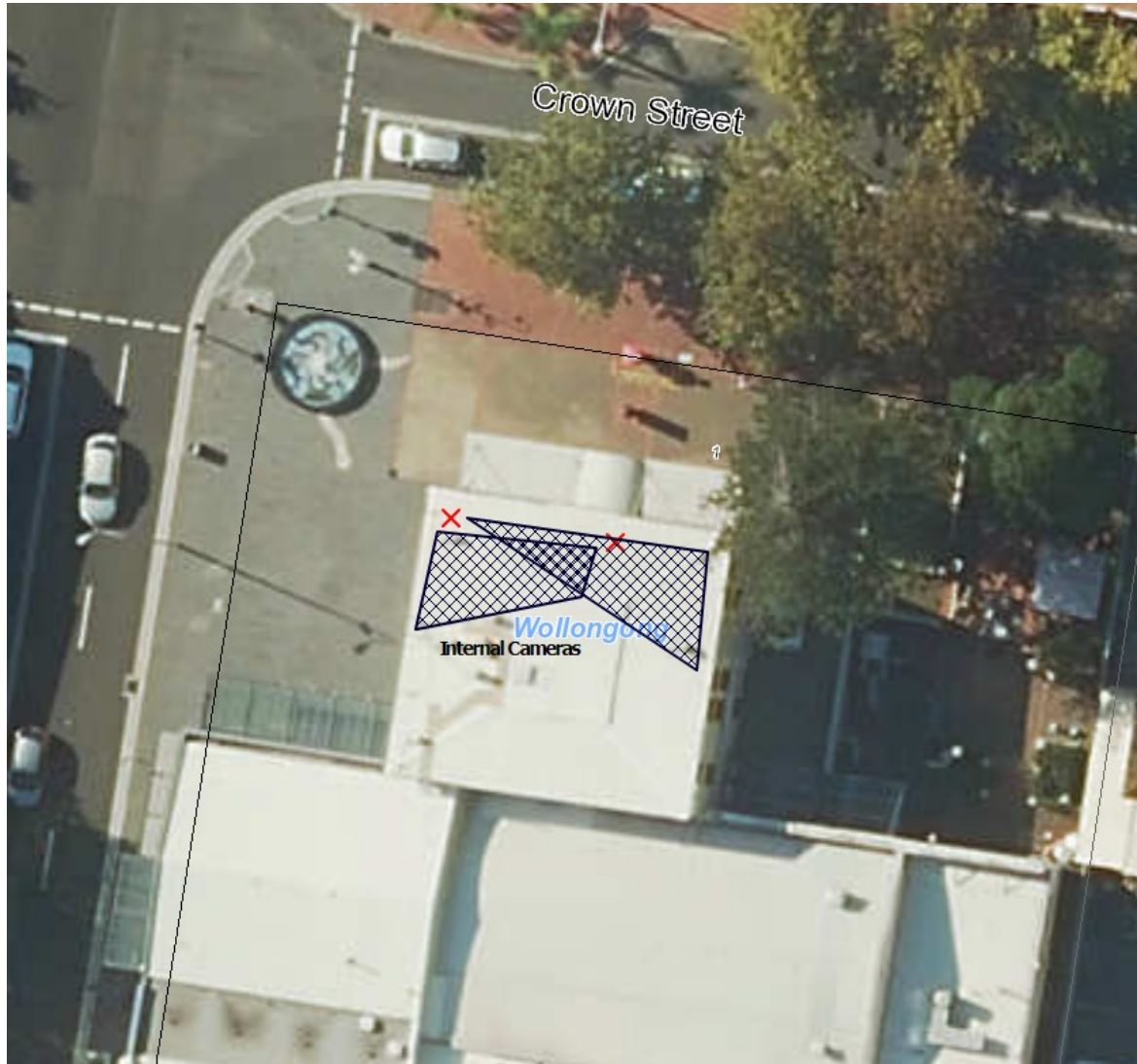
3. Monitors

- 3.1 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.
- 3.2 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.
- 3.3 **Location and View – CBD AREAS (Z13/201616)**

IHub 93 Crown Street, Wollongong

| | | | |
|-----------|--------------|-----------|---|
| 3 | 48.03 | 48 | Cnr Crown & Kembla viewing Tourism Building Entry (50) |
| 6 | 49.01 | 49 | Tourism Building Internal viewing Entry (83) |
| 9 | 49.04 | 49 | Tourism Building Internal viewing foyer 1 (240) |
| 10 | 49.05 | 49 | Tourism Building Internal viewing foyer 2 (239) |

Internal Cameras



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 available to be viewed via the relevant monitors. That vision is then automatically stored on Council's servers.
- 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.

5. Functioning of equipment

- 5.1 At the commencement of each shift, staff with responsibility for CCTV cameras are to:
 - (a) log on to the camera management system;
 - (b) check that the relevant camera or cameras are not damaged and that the system is working effectively; and
 - (c) receive a briefing on any incidents that require action during the term of their shift.
- 5.2 Where the staff member identifies damaged cameras or a problem with the system, they are to send a Pathway request to the Administration Buildings maintenance team. As the Maintenance of these systems are under a service agreement, all works will be carried out by the successful service provider.
- 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) where possible, bring the image on to the main monitor;
 - (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 Notebook

- 6.2 In the space surrounding the relevant monitor or monitors, an Incident Notebook is to be maintained 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 entering 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 Incident Notebook.
- 6.4 Where an incident is reported to staff after it is said to have occurred, staff are to, as soon as practicable, 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. The recordings are maintained at Council's Main Administration Building.
- 7.2 Consistent with the CCTV Policy, recordings are generally maintained for 28 days only, and thereafter deleted.

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*.

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 the Facilities Controller – CBD Assets located in the Administration Building. All cameras are serviced on a quarterly basis and when necessary due to damage or cleanliness.
- 9.2 Changes to locations and camera replacements to be notified and signed off by the Facilities Controller of CBD Assets. Form attached located in attachment 2.

Attachment 1: WOLLONGONG CITY COUNCIL CAMERA POLICY

REQUEST FOR DVD / PHOTO EXTRACT

The Facilities Controller- CBD Assets - Wollongong City Council
Locked Bag 8821, Wollongong NSW 2500
TEL: (02) 4227 7111 - FAX: (02) 4227 7277

INFORMATION TO BE COMPLETED BY RELEVANT LAW ENFORCEMENT OFFICERS, FACILITIES MANAGER OR DIVISIONAL MANAGER OR DELEGATED AUTHORITY

Alleged Incident _____

Location of Incident _____

Date/Time of Incident _____

COPS Event Number _____

Requesting Person's Name _____

Camera Reference Numbers _____

Requesting Person's Signature* _____

Station/Branch/ Division _____

Authorising Officer's Name _____
 (Please circle)

Local Area Commander / Duty Officer / Wollongong City Council

Authorising Officer's Signature _____

Date: _____

****I acknowledge that I am responsible for ensuring that the DVD / photo(s) is/are only used for official Police 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

Date/Time _____

Collecting Person's Name _____ Signature* _____ Station/Branch/Council _____

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

Signature: _____ Date: _____

General Manager, Divisonal Manager or representative, Facilities Manager CBD Assets.
[Acknowledging Request and/or Authorising Release Trim Record number]
Trim NO-.....

NOTIFICATION OF CHANGE, ALTERATIONS/INCIDENT TO A CCTV SYSTEM

Date of notification:

Alteration/ Incident:

System Designation:

Wollongong City Centre CCTV System

Location of Alteration;

Street:.....

Camera number:.....

Location Description:.....

Reason for Alteration:

Type of Alteration/Incident:

Does the alteration modify (If Yes Please provide detail)

1. **Camera views?**
2. **Coverage?**
3. **System Parameters?**
4. **CCTV Operations?**

Details of Modifications:

Does the alteration/s conform to the Code of Practice and Council Policies?

Public Consultation and/or Notification required?

Document Prepared By:

Date:

Authorised By:

Date:

Approved By:

Date:

Trim File: Z14/417469

FORM TWO

CCTV Observation & Incident Log

Number: _____

Page

| Staff Member Recording Information | Date of Incident | Time of Incident | Type of Incident | Incident Location | Observations | Action Taken (emergency services contacted?) | Incident Report Completed? |
|---|-----------------------------|-----------------------------|-----------------------------|------------------------------|---------------------|---|---|
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FORM FOUR
CCTV Standard Operating Procedures Induction Listing

I have read and understand the procedures relating to the operation of CCTV at IHub 93 Crown Street, Wollongong and will agree to be bound by them.

| Staff's Name | Position | Date | Signature | Authorised By |
|---------------------|-----------------|-------------|------------------|----------------------|
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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.