

WOLLONGONG CITY COUNCIL



CCTV STANDARD OPERATING PROCEDURES – WHYTES GULLY and Helensburgh Waste Disposal Depots

Document Control

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Approving Manager	Corey Stoneham- Waste & Resource Recovery Manager	Corey Stoneham	2/7/19
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Asset Management- Compliance- Security- CCTV Standard Operating Procedures- Whytes Gully and Helensburgh Waste Disposal Depots Z14/435332

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Copy No	Name/Title/Location	Date
1	Whytes Gully and Helensburgh Waste Disposal Depots	
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3		

Revision Register

Version	Description of Revision	Date
1	Names and positions within review and approval section have been updated to reflect current management.	2/7/19
2		
3		
4		

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Review and Approval

Name	Title	Review / Approval	Date
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Corey Stoneham	Waste & Resource Recovery Manager	Approve	
Luke McKenzie	Landfill Manager	Info	
Oscar Gallagher	Waste & Resource Recovery Coordinator	Review	
David Borg	Waste Commercial Analyst (Acting)	Review	

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”), at the Wollongong Waste and Resource Recovery Park (Whytes Gully and Helensburgh) i.e. other than the systems relating to Wollongong City Centre, Mall, Main Administration Building and adjacent streets. Those locations are operated pursuant to a separate set of Standard Operating Procedures.

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 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 at Whytes Gully and Helensburgh 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 Designated Council staff are 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) safeguard all information and knowledge which is confidential and exercise due care and responsibility to prevent its improper disclosure or use.

2. Staffing

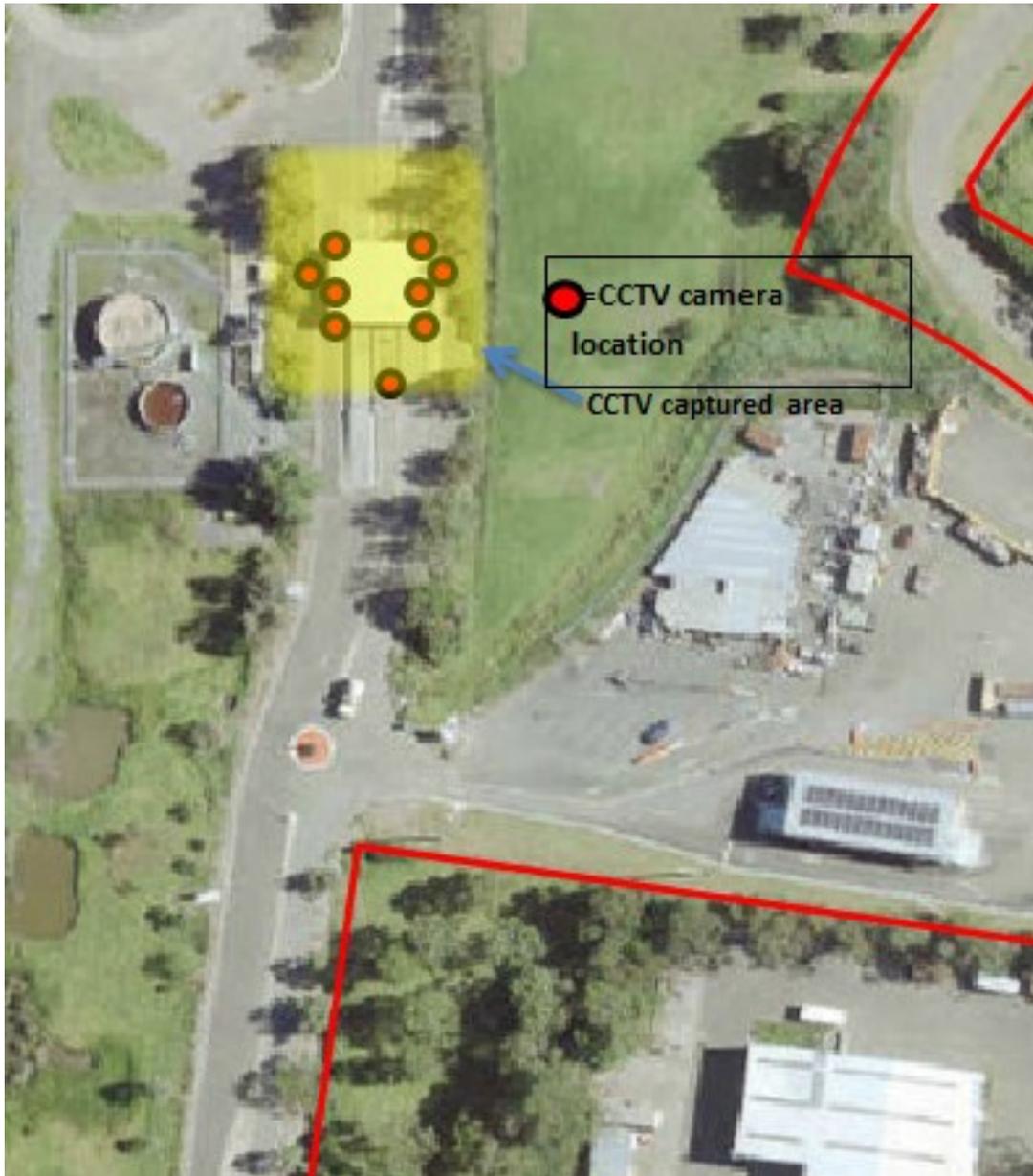
Induction

- 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 staff or contractor 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.

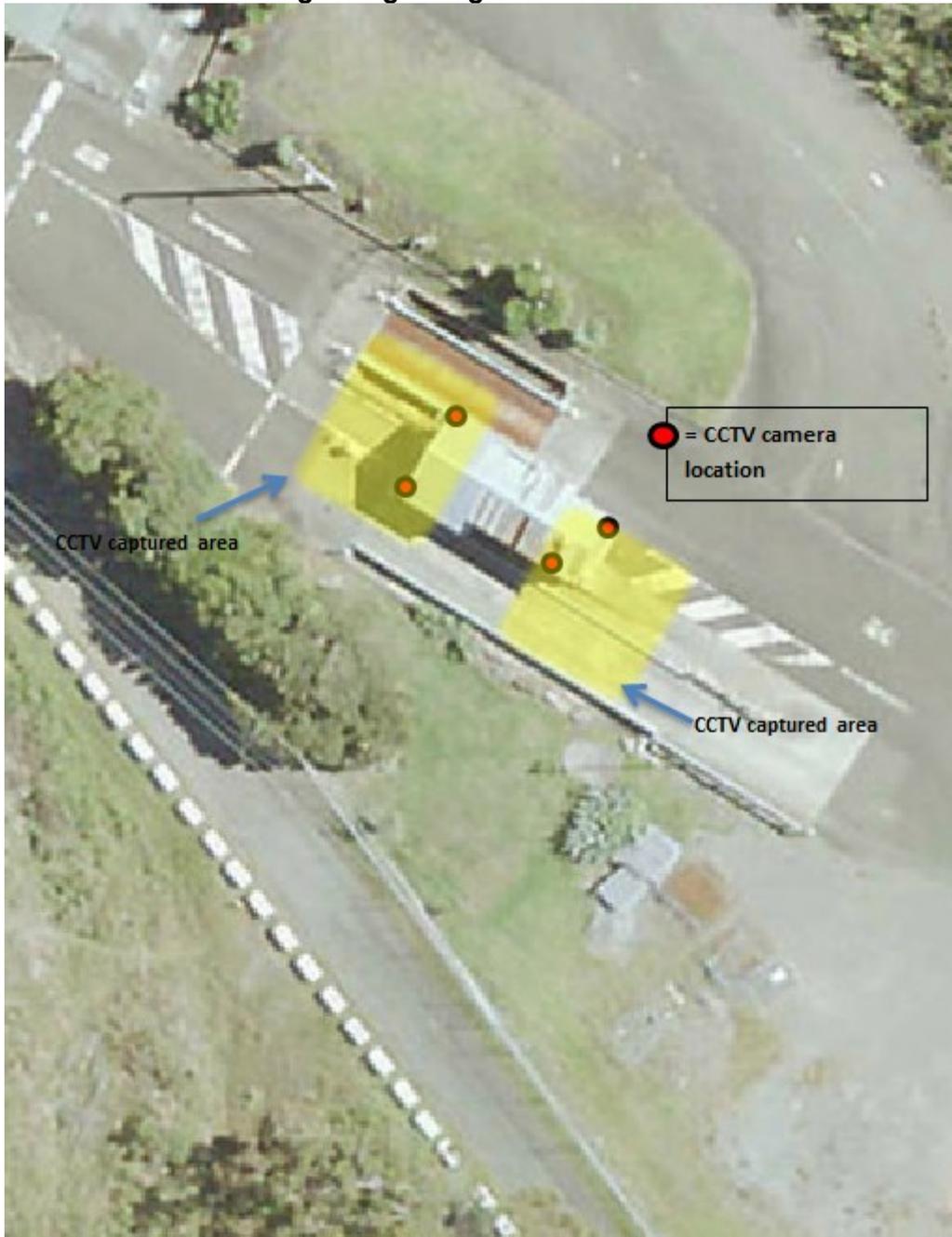
3. Monitors

- 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.

3.2.1 Whytes Gully weighbridge CCTV area:



3.2.2 Helensburgh weighbridge CCTV



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 CCTV equipment at weighbridge runs 24 hours a day 7 days per week. If the system is shut down for any reason ie power outage, operators are required to log in to system via the standard weighbridge CCTV "Log In". Individual operator's "Log In" to the weighbridge software system will identify who was at weighbridge at any time.

5. Functioning of equipment

- 5.1 At the commencement of each shift, staff with responsibility for CCTV cameras are to:
- (a) check that the relevant camera or cameras are not damaged and that the system is working effectively; and
 - (b) where necessary, 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 notify the Waste Services Business Systems Support Officer or Waste Co-Ordinator.
- 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.
 - (iv) At the conclusion of the incident, staff are to record the type of incident, location, date and time in writing in the Incident Book

Incident Book

- 6.2 Any incidents are to be recorded in the weighbridge diary located at the weighbridge, noting the following:
- (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 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 Book in the terms identified at paragraph 6.2 above.

Notification of an Incident to Police

- 6.4 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 the Weighbridge Office.
- 7.2 Consistent with the CCTV Policy, recordings are generally maintained for no less than 21 days, and thereafter deleted. CCTV Camera footage for the weighbridge is stored for a minimum of six months to comply with EPA guidelines

8. Production and release of recorded material

- 8.1 All requests for access to recorded footage, other than by authorised representatives of Council, 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 designated Council staff.

Related Documents:

Z13/146903 – Weighbridge camera setup to Wasteman.

Z13/213433- Weighbridge CCTV camera start up procedure

Z14/24665 – Weighbridge Procedure: Reporting problems with CCTV cameras

Appendix A: Communication Plan

The following is a list of parties that are involved directly or indirectly with the system. It is important that this document is communicated to the parties listed below and that a signature is acquired to acknowledge that the document has been read and understood.

Name	Title	Signature	Date
Corey Stoneham	Waste & Resource Recovery Manager		
Luke McKenzie	Landfill Manager		
Oscar Gallagher	Waste & Resource Recovery Coordinator		
David Borg	Waste Commercial Analyst (Acting)		
Steve Aidulis	Leading Hand (Acting)		
Michael Chaplin	Waste Operative		
Matthew Dowse	Waste Operative		
Harry Finch	Waste Operative		
Wayne Murphy	Waste Operative		
Dante Forlano	Waste Operative		
Matt Jamieson	Waste Operative		
Rob Waugh	Relief Operator		
David Coopes	Relief Operator		
Rob Chittick	Relief Operator		
Alan Jones	Relief Operator		
Keith Barnsley	Relief Operator		
John Negro	Relief Operator		
Rhys Elliot	Relief Operator		
Ray Mitchell	Relief Operator		

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

Waste Services Manager, 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 Whytes Gully and Helensburgh Waste Disposal Depots 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.