



CCTV Surveillance Operations CODE OF PRACTICE

1. INTRODUCTION

Although by world standards Perth is a very safe and liveable city, like any city, Perth is affected by antisocial and criminal activity. To address these concerns the City of Perth has developed an extensive CCTV system as part of an overall crime prevention strategy.

It is recognised that the perceived threat of violence or antisocial behaviour are important factors in determining how residents, visitors, staff and other stakeholders in the City develop a sense of safety and the confidence to carry out responsibilities and enjoy activities associated with a capital city.

The CCTV System is intended to assist in the prevention of crimes against the person or property and may also utilise Intelligent Surveillance and/or Behaviour Analysis software.

This Code of Practice contains the operational information, principles and standards with which the City of Perth will operate the CCTV cameras in public spaces, within the City of Perth boundary.

2. DEFINITIONS

Assessment matrix	A list of criteria used to prioritise the installation of CCTV cameras
Audit	An official examination and verification of accounts and records
Authorised personnel	A staff member employed to work in Citywatch or a person designated as authorised by the Manager Community Safety and Amenity and/or General Manager of Community Development Alliance.
CCTV	Closed Circuit Television
CCTV Surveillance System	A System used to transmit, record and store images from public areas in the City of Perth to the Surveillance Operators
Data	Electronic images or personnel information
Emergency situations	An emergency situation poses an immediate risk to health, life, property, or environment.
External agencies	Agencies that operate closely with the City of Perth to achieve common outcomes
Incident	An occurrence that is observed by the Surveillance Operators
Panned, Tilted and Zoomed (PTZ)	Reflects the movement options of the camera
Partner Agencies	Agencies that have entered into a Service Level Agreement with the City of Perth or operate in closely to achieve common outcomes
Privacy Act 1988	The Privacy Act 1988 is an Australian law which regulates the handling of personal information about individuals. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.
Recorded Material	CCTV footage and photographs
Service Level Agreements	An agreement between the City of Perth and other agencies which outlines responsibilities of both parties

Suitably Redacted	The removal of any personal information not essential to the communication being sent out
Citywatch	The building used to house the Citywatch Operators and equipment
Surveillance Devices Act 1998	An Act to regulate the use of listening devices in respect of private conversations, optical surveillance devices in respect of private activities, and tracking devices in respect of the location of persons and objects.
Citywatch Operators	Staff employed by the City of Perth to operate the CCTV Surveillance System and equipment
Western Australia Closed Circuit Television (CCTV) Guidelines	The guidelines are a part of the State Government's CCTV Strategy to enhance the capacity of government agencies, local governments, businesses, communities and the public to implement and utilise CCTV in an effective and responsible way.

3. OVERVIEW

The Code of Practice

- This Code of Practice contains the standards with which the City of Perth CCTV Surveillance System operates.
- All staff associated with the Citywatch Operation must read and understand the Code of Practice

Standards in relation to the CCTV operation

- The CCTV Citywatch operations will conform to the Surveillance Device Act 1998
- The CCTV Citywatch Operators and staff will abide by the Privacy Act 1988
- The CCTV System will follow the guidelines of the Western Australian Closed-Circuit Television(CCTV) Guidelines
- External agencies who have entered into Service Level Agreements with the City of Perth will act in accordance with the Service Level Agreements when dealing with the CCTV Citywatch operation.
- Access to the CCTV Citywatch Centre will be restricted to Citywatch Operators and other authorised personnel or visitors approved by the Manager, Coordinator or Supervisors.
- Staff employed to work in the CCTV Citywatch Centre, whether they are operators or managers, will meet the highest standards of probity.
- Citywatch operators are expected to treat all images or information received during their duties, in the strictest of confidence.

4. OPERATIONAL INFORMATION

Ownership of the CCTV Surveillance System

- The City of Perth retains ownership of the CCTV Surveillance systems and equipment. The City of Perth has copyright of all, images, photographs and documentation pertaining to the Surveillance Operation.

Operational Arrangements with Partner Agencies

- This Code of Practice will be supplemented by a set of policies, procedures and guidelines for the CCTV Surveillance Operation.
- Involvement in any aspect of the CCTV system by any partner agencies or individuals will depend upon their willingness to comply with this Code of Practice, any signed Service Level Agreements, and policies and procedures set out by their respective organisations.

Determining Location and Design

Location

- When determining the placement of CCTV cameras, the locations need to be assessed to determine the priority of the installation. To achieve this, the City utilises an assessment matrix (see annex b - form 4) incorporating information on crime and safety offences, the cost of installing cameras and infrastructure, and the capacity of the Citywatch to monitor cameras.
- Assessments that meet a pre-determined total are then evaluated and if accepted are incorporated into a capital works program based on the priority of the location. The aim of this assessment matrix is to maximise available funding and resources and to avoid a knee jerk reaction to isolated incidents in the City.
- The location of the cameras will be clearly apparent to the public. This will be achieved with street signage and information being made available on the City of Perth website.

Design

- When adding additional cameras to the CCTV System, consideration needs to be given to current infrastructure and server capacity. To make the system more effective the cameras need to fit the activity occurring in the area.
- An assessment is carried out on any new location for CCTV cameras before any installation work is carried out. When the location has been approved the additional infrastructure is installed (if required).
- Storage capacity is monitored to provide 31 days of recorded footage from each camera. Additional servers are added to the system when camera or recording capacity is reached.

5. CHANGES TO THE CCTV SURVEILLANCE SYSTEM AND / OR THE CODE OF PRACTICE.

Changes to the CCTV system

- A change to the City of Perth CCTV System may be made with the agreement of the Alliance Manager Community Safety and Amenity and/or the General Manager of Community Amenity Alliance.

Changes to the Code of Practice

- Changes to the City of Perth CCTV System or Code of Practice may be made with the agreement of the Alliance Manager Community Safety and Amenity and /or the General Manager of Community Development Alliance.

6. PURPOSE OF THE CCTV SURVEILLANCE SYSTEM

- To reduce crime levels by deterring potential offenders;
- Promote a safer and more liveable environment;
- To help ensure a fast, effective response in emergency situations;
- To assist in the detection and prosecution of offenders, this may include using the CCTV cameras to record illegal parking and issue infringement notices.
- To help secure a safer environment for the people who live in, work in and visit the city of perth.
- To monitor city assets and local government property.
- The CCTV Surveillance System is also used in the management of special events, such as New Year's Eve, Australia day celebrations, Christmas pageant and pride parade. Mobile or temporary cameras may be installed for major or special events or other operation requirements.

7. RESPONSIBILITIES FOR CCTV OPERATIONS

City of Perth Citywatch Operators will be responsible for:

- Monitoring on-street CCTV cameras and reporting any antisocial or criminal behaviour to the relevant authority
- Monitoring special events, large gatherings or protests
- Monitoring City assets
- Notifying the relevant department or authority of information pertaining to their role
- Providing video evidence to external organisations or third parties who have met the required criteria.
- The City of Perth will comply with the requirements for accountability set out in this Code of Practice and where necessary consult with and provide information to the public about the operation of the CCTV Surveillance System.
- City of Perth Citywatch Operators will be responsible for monitoring on-street cameras and reporting any antisocial or criminal behavior to the relevant authority

8. ACCOUNTABILITY

City representatives will carry out an annual audit of the CCTV System. The audit will

- Examine control room logs (visitor logs, electronic records, etc);
- Examine the content of recorded material;
- Examine applications for view/release of recorded material
- Conduct a check of all equipment to ensure that it is in good working order.
- Consider any outstanding assessments of CCTV locations for future planning
- The City of Perth will be responsible for the introduction and implementation of the Code of Practice and for ensuring compliance with the principles contained within the code.
- City of Perth staff and contractors working or requiring access to the City of Perth CCTV System or operations room, will sign a non-disclosure agreement.
- The results of evaluation will be considered in the future functioning, management and operation of the system

9. PUBLIC INFORMATION

- Clearly visible signs that CCTV cameras are operating will be displayed in the area covered by the CCTV cameras and at other key points. These signs will:
- Inform the public that cameras are in operation;
- Allow people entering the area to make a reasonable approximation of the area covered by the system; and
- Identify City of Perth as the owner of the system.
- The Code of Practice will be available on the City of Perth website.
- Enquiries in relation to the City of Perth CCTV Surveillance System and its operation can be made in writing to:

The Chief Executive Officer
GPO Box C120
Perth WA 6839
or
Info.City@cityofperth.wa.gov.au

10. MANAGEMENT OF THE SURVEILLANCE CENTRE.

The City of Perth has adopted:

- Effective and fair systems of recruitment and selection of staff which include measures to ensure that the selection process provides for thorough validation and suitability of candidates and regular reviews of the suitability of employed staff.
- A procedure which makes it plain that they risk disciplinary proceedings (including dismissal) if they breach any of the provisions of the Council Code of Conduct.
- A Procedure to ensure that access to the control room is restricted to operating staff and their managers and that the control room is protected from unauthorised access.
- A register detailing all instances of access to the Surveillance Centre CCTV facilities and associated property.

11. CONTROL AND OPERATION OF SURVEILLANCE EQUIPMENT

Use of the CCTV system

- All use of cameras will be in accordance with the standards of the CCTV Code of Practice, Protocols and Standard Operating Procedures.
- Cameras will not be used to look into adjacent or nearby premises or buildings, unless it is explicitly for the following (in real time) of participants in a crime, which originated in the public domain. Any misuse is to be treated as a breach of the Code of Practice and subject to disciplinary action.
- Analytics software will be used by the City of Perth to assist legal authorities in undertaking their roles and maintaining safe public open space.
- Analytic software, including License Plate Recognition and Facial Recognition, will only be used at the request of a legal authority for the detection, prevention or investigation of unlawful activity or persons identified by the legal authority being involved in unlawful activity, reported as missing or reported cases of welfare concerns.
- All Surveillance Centre staff will be made aware that recordings are subject to routine audit and they may be required to justify their interest in a member of the public or premises.
- Other units within the City of Perth may utilise the CCTV System with prior approval from the General Manager, Alliance Manager or Coordinator of the Citywatch.
- User access permitting viewing rights or operational use of the CCTV System can only be authorised by the Manager Community Safety and Amenity and/or General Manager of Community Development Alliance.

Additional Systems Equipment

The City of Perth explores and utilises different technologies to supplement the standard CCTV operation. An example of this is;

- Bollards for access control into Hay St Mall, Murray Street Mall, Forrest Place and King Square Mall
- Public address system to communicate with the public in view of the CCTV camera
- License Plate Recognition to monitor and locate vehicles moving through the City or permit access to restricted areas
- Mobile CCTV towers to access areas on a temporary basis or areas that have no infrastructure for hard wired CCTV

12. INFORMATION SECURITY

- The City of Perth has recently carried out a Privacy Impact assessment on the CCTV operation. Recommendations from this assessment are currently being evaluated prior to implementation.
- Citywatch staff will maintain control over all information in relation to CCTV footage and data as well as compliance with the requirements for the release of footage.

Video Footage

- No footage shall be released either internally or externally unless the required release form has been signed and submitted and if required the appropriate fee has been paid.
- Staff are not to disclose any information (by any means) pertaining to vision from the CCTV cameras (live or recorded) unless a signed release form is received, or the release is authorised by the Coordinator Surveillance or Alliance Manager Community Safety and Amenity. If this occurs after hours the Coordinator or Alliance Manager are to be called to obtain authorisation.
- Staff are not to permit any photos to be taken of the CCTV screens unless authorisation has first been received from the Citywatch Team Leader, Coordinator Surveillance or Alliance Manager Community Safety and Amenity. If this request occurs after hours the Team Leader,

Coordinator or Alliance Manager are to be called to obtain authorisation. If approved, it is preferred that staff provide still images where possible, over photos taken of screens.

- Staff are not to download or print pictures from the CCTV cameras that are not related to an incident, and then only after a release form has been received.
- If an external request for footage is received from a third party via a City of Perth staff member, the staff member is to be advised that a release form is required from the third party before any information can be released.
- A release form must include a detailed reason for the request of footage, and explanations such as “to be used in court as evidence of unlawful activity”.

13. RECORD MANAGEMENT

Data retention, archival and destruction

- Data received from external sources may arrive via email or hard copy. This data will be treated with the same sensitivity as images obtained through the CCTV system.
- If external data received is placed on a notice board, this information will be covered up each time a contractor or visitor (who is not entitled to see this information), is in the operations room
- Data received by Citywatch, from external sources, shall be kept in a secure section of the City of Perth network drive reserved for Citywatch personnel and management, and be suitably redacted before being passed onto anyone outside Citywatch.
- Data shall only be sent electronically to specific folders on the City of Perth network drive, which have been restricted to viewing by specific personnel.

14. RECORDED MATERIAL

Security of recorded material

- Unless request to be held, the server will automatically write over recorded footage every 31 days.
- Security measures will ensure that no unauthorised access to, alteration, disclosure, accidental loss or destruction of recorded material can occur.
- Recorded material will be treated according to defined procedures to ensure continuity of evidence.
- All recorded material will be subject to random inspection by the City’s representative.

Access to recorded material

- Internal access to images or footage will only be permitted after an application form has been completed, unless authorised by the General Manager Community Development Alliance, Manager Community Safety and Amenity or Coordinator Community Safety and Amenity
- Footage shall only be sent electronically to specified folders on the City of Perth network drive that include viewing restrictions for nominated staff.
- Partner agencies, external agencies or individuals representing themselves in court for the purposes of legal proceedings, may make application to obtain CCTV footage from the City of Perth Surveillance Operation
- Partner agencies or external agencies are not permitted to remove any images or photograph, operate recording equipment or have contact with stored images or photograph at any time unless under the terms of this Code of Practice, a signed Service Level Agreements or subject to the execution of a search warrant or other relevant legal process.

Use of Recorded Material

- Recorded material will not be sold or used for commercial purposes or the provision of entertainment.
- The showing of recorded material to the public will be allowed in accordance with the needs of the Police in connection with the investigation of crime or in any other circumstances provided by law or as approved by the Alliance Manager Community Safety and Amenity and/or General Manager of Community Development Alliance
- Use of recorded material or photographs by the media will only occur with approval from the Alliance Manager Community Safety and Amenity and/or General Manager of Community Development Alliance.
- When sharing data or information obtained through the course of their duties, Citywatch Officers or management will make all reasonable effort to protect the privacy of all individuals.

Use or release of analytical information

- The City of Perth utilises analytical software including traffic counting, pedestrian counting, loss baggage, geo fencing and license plate recognition.
- External Agencies may request the use of analytic software by filling out the required request form and submitting it to Citywatch.
- The release of any footage or data obtained using the analytical software, is subject to the same conditions as footage or data obtained from standard CCTV cameras.
- Breaches of the conditions for release of data of footage, may result in future request being denied.

Applications for the viewing and/or supply of a recorded material (general)

- Access to and release of recorded material or photographs will only be permitted for reasons that are in accordance with the legal purposes or for reasons defined by the Manager Community Safety and Amenity and/or General Manager of Community Development Alliance
- To request a search for CCTV footage, follow the link below
<https://perth.wa.gov.au/en/live-and-work/community-services-and-facilities/security-and-surveillance>

Footage will only be released to

- Police - for investigation or prosecution
- Lawyers / Solicitors - for legal defense of their client
- Members of the public – defending themselves in court.
- Other interested parties as determined by the Alliance Manager Community Safety and Amenity and/or General Manager of Community Development Alliance.

Before any footage is released the following must occur

- The correct paper work must be submitted and approved
- A fee is paid as determined by Council in its fees and charges
- Suitable identification is supplied that identifies the person collecting the footage

Release of original recorded materials

Original footage shall not leave the City of Perth Citywatch Centre unless

- It is delivered into the custody of the courts in response to a subpoena, search warrant, or other relevant legal process
- It is taken to court as evidence by a Surveillance Operator
- Or in other circumstances as determined by the Alliance Manager Community Safety and Amenity and/or General Manager of Community Development Alliance.

Storage and destruction of recorded materials

- Recorded materials may be transferred to the City of Perth archives in accordance with the City's Information Management Policy.
- All recorded materials returned to the City will be either stored into the City's archives or destroyed in accordance with the City's Information Management Policy.
- Recorded material and all copies of recorded material may be destroyed after 7 years from the date of application at the discretion of the Alliance Manager Community Safety and Amenity and/or General Manager of Community Development Alliance.
- Destruction of recorded materials shall be by burning, shredding, erasure or other approved method.

15. BREACHES OF THE CODE

- Prime responsibility for ensuring the Code of Practice is adhered to rests with the City of Perth. This responsibility includes ensuring that breaches of the Code are investigated and remedied to the extent that breaches of the Code are within the ambit of City of Perth power to remedy.
- Breaches of the Code of Practice by City of Perth staff may result in disciplinary action.
- Breaches of the Code of Practice by External Agencies or individuals may result in future request being denied or other action determined by management.
- Complaints in relation to any aspect of the management or operation of the system may be made in writing to:

**The Chief Executive Officer
City of Perth
GPO Box C120
PERTH WA 6839**