

Bathurst Regional Council

Central Business District
(CBD) Closed Circuit
Television (CCTV) Scheme

Standard Operating
Procedure

1. CENTRAL BUSINESS DISTRICT (CBD) CLOSED CIRCUIT TELEVISION (CCTV) STANDARD OPERATING PROCEDURE

1.1 Introduction

1.1.1 The Standard Operating Procedure (SOP) has been developed by Council as a requirement of the Code of Practice.

1.1.2 The SOP is based on the Code to ensure the principles and purposes of the CBD CCTV scheme are met.

1.1.3 The Police have entered into a Memorandum of Understanding with Council and have endorsed the SOP.

1.1.4. The CBD CCTV Policy will guide the successful implementation and management of the CBD CCTV Scheme.

1.2 Glossary of Terms

A glossary of terms as used in the SOP is set out below:

Term	Definition
Application Form	The Application Form used by the Police to access recorded images and attached to SOP at APPENDIX 1 .
Closed Circuit Television (CCTV)	A surveillance system in which a number of cameras are connected through a closed circuit. The footage taken by the cameras is sent to a television monitor or recorder. CCTV systems consist of cameras, monitors, recorders, interconnecting hardware and support infrastructure (the scheme).
CBD CCTV Scheme	Bathurst Regional Council's CCTV system operating in the Bathurst Central Business District
Code	The Code of Practice developed by Council
Confidentiality Agreement	The Confidentiality Agreement attached to the SOP as APPENDIX 2
Council	Bathurst Regional Council
Image Recording Equipment	The computer that records and stores all footage recorded by CCTV cameras
Image Recording Point	That area of Council where the Image Recording Equipment is located and secured, which is under Council control
Monitoring Equipment	The monitor and computer from which the live footage can be viewed
Monitoring Point	That area of the Bathurst Police Station where the Monitoring Equipment is located and which is under Police control
MOU	The Memorandum of Understanding entered into between Council and the NSW Police in accordance with the Code
Bathurst Central Business District (CBD)	That area of the CBD that will be monitored by CCTV cameras as identified in Section 3 of the Code
Police	Chifley Police District, which is part of the NSW Police Force
CBD CCTV Scheme Policy	Policy developed by Council to ensure the effective, appropriate and lawful use of CBD CCTV scheme

Register of Access to CBD CCTV Footage	Register maintained by Council and attached to the SOP as APPENDIX 3
SOP	The Standard Operating Procedure, which give instructions on all aspects of the operation of the CBD CCTV scheme

1.3 Legislative Context

- Privacy and Personal Information Protection Act 1998
- Privacy and Personal Information Regulation 2005
- Surveillance Devices Act 2007
- Government Information (Public Access) Act 2009
- The Workplace Surveillance Act 2005
- Police Act 1990 (NSW)

1.4 Related Documents

- NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed Circuit Television (CCTV) in Public Places
- Central Business District (CBD) Closed Circuit Television (CCTV) Policy
- Central Business District (CBD) Closed Circuit Television Code of Practice
- Central Business District (CBD) Closed Circuit Television (CCTV) Memorandum of Understanding

2. Equipment Usage

2.1 Monitoring Equipment

2.1.1. The Monitoring Equipment will be located at the Monitoring Point within the Bathurst Police Station to enable Police Officers only to view the live images generated by the CCTV cameras. The live images will only be visible and accessible to Police Officers. Police officers will only be able to view the live images at the Monitoring Point.

2.1.2. The Monitoring Equipment must be positioned so the public are not able to view it.

2.1.3. The Police will be able to control the operation of the cameras for viewing purposes.

2.1.4. The Monitoring Equipment will only be used for the objectives detailed in Section 5 of the Code.

2.1.5. The Monitoring Equipment must only be used by Police in the course of their duties.

2.1.6. A computer which is capable of viewing and retrieving footage, will be installed at Council. Council will not be responsible for monitoring footage. Only authorised Council staff will be able to access the footage using a personal username and password.

2.2. Image Recording Equipment

2.2.1. The Image Recording Equipment will be located at the Bathurst Regional Council Civic Centre, 158 Russell Street, Bathurst, NSW 2795.

2.2.2. The Image Recording Equipment will be operated by Council. The Police will not have access to the Image Recording Equipment.

2.2.3. Recordings will be made to a computer hard drive and may be exported to removable storage media and provided to Police when the images are required for further investigation of an incident, for evidence in court or for other lawful reason.

2.2.4. The Police will be required to lodge a request to Council for any recorded images. This will be undertaken by completing an Application Form and sending an electronic request to council@bathurst.nsw.gov.au. See Register of Access to CCTV Footage (**Appendix 3**).

2.2.5. Police are responsible for providing Council with sufficient removable storage media to ensure that Council has the capacity to download the video footage requested by Police.

2.2.6. All Police and Authorised Council Staff are to be aware of and agree to abide by the Code, MOU and SOP.

3. Access to Recorded Material

3.1. The Council will be solely responsible for allowing access to recorded material in accordance with the Code.

3.2. Access to recorded material will be limited to Authorised Council staff who have received appropriate training and who have been issued with an individual user name and password in order to provide an audit trail of users of the system.

3.3. Requests for recorded material made during normal Council operating hours of 8:30am until 4:45pm.

3.4. In the case of an emergency out of normal Council operating hours, every effort will be made by Council to have staff available to create the recording, however Council cannot guarantee this in all instances.

3.5. When images are exported and retrieved by the Police, an entry into Council's record system is to be made by Council.

4. Use of Recorded Material

4.1. The use of recorded material is detailed in Section 16 of the Code.

5. Technical Support

5.1. For assistance in day-to-day use of the CCTV software, Police should refer to the documentation provided by the contractor at the time of installation.

5.2. Initial diagnosis and troubleshooting of Police Station based CBD CCTV equipment will be the responsibility of Police IT support. In the event that replacement or significant maintenance is required, Police IT support will contact Council's IT Section on 6333 6227 or afterhours on 0428 403 122. Council's IT Section will then arrange repair or replacement as soon as is practical.

5.3. Council will provide a weekly status report to the Police covering all CBD CCTV Scheme cameras. This report will ensure all camera issues are identified and addressed as quickly as possible. This report will be sent to a generic Police email address.

6. Confidentiality

6.1. Any Council staff or contractors involved in any of the processes described in this SOP will be required to sign a confidentiality document stating that they will not disclose to anybody, or any organisation, unless otherwise lawfully directed to do so, any information about any image which they observed generated by the CCTV cameras. The Confidentiality Agreement is attached as **Appendix 2**.

APPENDIX 1



Location:
Civic Centre
158 Russell Street
BATHURST NSW 2795

Telephone 02 6333 6111
Facsimile 02 6331 7211
council@bathurst.nsw.gov.au
www.bathurst.nsw.gov.au
www.bathurstregion.com.au

Correspondence to:
Private Mail Bag 17
BATHURST NSW 2795

APPLICATION FORM - REQUEST FOR A COPY OF RECORDED MATERIAL FROM COUNCIL'S CBD CCTV SCHEME

Recorded material is retained by Bathurst Regional Council for 30 days only. Requests for recorded material must be made within 21 days of the incident occurring.

Applicant Details

Name and Police ID:

Rank:

Locations/Unit:

Phone:

Email:

Details of Request

I request a copy of images recorded by Bathurst Regional Council's CBD CCTV Scheme. The images I request relate to:

From (date and time):

To (date and time):

Location(s):

Camera ID(s):

Incident / COPS No:

I require a copy of the image for the purpose(s) of:

By submitting this form, I acknowledge that I am the applicant seeking access to the Recorded Material from the cameras as part of the Bathurst CBD CCTV Scheme and I will not make a copy of the images provided or disclose the images to any other individual unless lawfully required to do so.

Applicant's Signature: Date:

Supervisor's Name:

Supervisor's Signature: Date:

The information on this form is being collected to allow Council to process your application and/or carry out its statutory obligations. All information collected will be held by Council and will only be used for the purpose for which it was collected. An individual may view their personal information and may correct any errors.

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APPENDIX 2

CONFIDENTIALITY AGREEMENT – OPERATION OF CBD CCTV CAMERAS

I an employee of
(Full Name Printed)

.....
(Print Name of Employer/Organisation)

1 will not disclose, unless lawfully directed or as a bona fide part of my employment, any matter or information which comes to my knowledge in relation to or emanating from the operation of the CBD CCTV cameras owned by Bathurst Regional Council.

2 acknowledge that this agreement is not limited to my current period of employment or to any time limit period.

3 understand that failure to observe this confidentiality may result in legal action being taken against me and/or employment disciplinary action

.....
(Signed) (Date)

.....
(Witness) (Date)

APPENDIX 3

REGISTER OF ACCESS TO CBD CCTV FOOTAGE

Police Officer requesting footage	Date of application	Date and time of recorded images requested	Date and time footage exported	Authorised Council staff member who exported footage	Date exported footage provided to applicant