

SHIRE OF WYNDHAM EAST KIMBERLEY

# Closed Circuit Television (CCTV)

Management & Operation Manual



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## 1 FOREWORD

The CCTV operation should be recognised as a significant and contributing asset to the Shire of Wyndham East Kimberley. The Shire installs CCTV Systems as a tool to build community confidence that an area is safe and to support the use of Shire facilities. This Manual captures the technical and functional requirements to ensure CCTV is applied and managed consistently. The manual will be managed in accordance with applicable guidelines, legislation and Australian standards.

Ownership and control of the CCTV will ensure that CCTV Operations are conducted in accordance with the Shire's CCTV Policy. The highest level of oversight is being ensured so as to give the community confidence that the CCTV Network is being properly managed. The Director Corporate Services and Manager Information Communication Technology have authorised control over the CCTV Operation. The Director Planning and Community Development is responsible for planning assessing the effectiveness of the CCTV against the CCTV Strategy.

To provide further community confidence, the Shire will allow the WA Police Force to access the CCTV Operation on application and strictly in accordance with the Management and Operation Manual including the Code of Conduct and the CCTV Policy.

## 2 DEFINITIONS

**Authorised Officer's** means any Shire Officer Authorised by the Chief Executive Officer or the WA Police Commissioner as listed in the CCTV Management Spreadsheet.

**Australian Standards** means the Australian Standard 4806-2006 Parts 1-4 inclusive and as amended from time to time.

**Management Personnel** are those Officers listed in the CCTV Management section of the manual, who are responsible for managing the CCTV strategy key performance areas.

**CCTV or Closed-Circuit Television** is defined as a television system that transmits images on a 'closed loop' basis, where images are only available to those directly connected to the transmission system. The transmission of closed-circuit television images may involve the use of coaxial cable, fibre-optic cable, telephone lines, infra-red and radio transmission systems. A hand-held camera is not included in this definition unless it is connected to the Shire's CCTV transmission system or operated as a covert camera.

**CCTV Activity Register** means the register recording the access to and extent of access provided to persons as authorised under Part 6 of the Maintenance and Operation Manual and the CCTV Policy.

**CCTV Management** means the management of CCTV set out in Part 5.10 of the Maintenance and Operation Manual.

**CCTV Management Spreadsheet** is the spreadsheet which accompanies the Maintenance and Operation Manual and records CCTV Operations information and data for reporting purposes.

**CCTV Network** means an internet protocol network to which IP Cameras are connected.

**CCTV Operations** means all aspects of public space CCTV surveillance management, use, recording, maintenance and access to recorded material.

**CCTV Policy** means the Shire's CCTV Surveillance Policy.

**CCTV Standard Operating Procedures** means the standard operating procedures in Part 6 of the Management and Operation Manual.

**Code of Conduct** means the code in Part 4 of the Management and Operation Manual.

**Code of Practice** means the code in Part 5 of the Management and Operation Manual. Corporate CCTV is the Shire installed CCTV systems typically set up in publicly accessible areas of libraries, municipal buildings, car parks and leisure facilities.

**Covert or Mobile Camera** is a camera without a designated, fixed location and is used either to record activity covertly or for short periods of time in a target area. Covert or mobile cameras operated by the Shire for the purpose of detecting criminal offences or behaviour will be considered to form part of CCTV Operations and will be managed and operated in accordance with this Manual.

**Designated Surveillance Operation Areas** means any room relating to CCTV Operations; CCTV hardware; control software administration; and where access to recorded material may be gained or available.

**IP Camera** means a type of digital video camera that receives control data and sends image data via an internet protocol network.

**Management and Operation Manual** means this CCTV Management and Operation Manual.  
**Public Place** refers to public reserves, public roads or streets, public bridges, with the addition of car parks, public wharfs, swimming pools and recreation facilities.

**Private Premises** refers to any area not openly accessible to the general public, including semi-public spaces and includes private residences and private or commercial businesses.  
**Situation of Concern** means a situation which may lead to a breach of legislation, where it appears that a person(s) may be in physical distress, or a situation likely to cause a public disturbance.

**Stakeholder** means any organisation or group that has a reasonable and justified interest in aspects of public space CCTV surveillance management, use, recording, maintenance and access to recorded material.

**State CCTV Register** a State Register connected to the State Operation Command Centre which manages State CCTV operations.



## **3 CCTV POLICY**

### **3.1 Objectives**

The CCTV Policy, which is intended to be read with this Management and Operation Manual, is aimed at:

1. deterring, detecting and responding to criminal offences against persons and/or property;
2. facilitating and supporting an effective response by Authorised Officer's and members of the WA Police Force or other emergency services personnel where applicable;
3. providing assistance for criminal investigation and prosecution purposes;
4. managing and maintaining community safety for residents, traders, workers, visitors and Shire staff;
5. maintaining best practice and standards following previously published WA CCTV guidelines and strategy; and
6. managing CCTV operations in compliance with Australian Standards.

### **3.2 Policy Overview**

The CCTV Policy establishes the purpose, key functions, and control parameters set by the Shire, in order to:

1. maintain best practice and standards with reference to the previously published Western Australian CCTV Guidelines and State CCTV Strategy.
2. manage CCTV Operations in compliance with Australian Standards 4806:2006, Parts 1-4 and future or superseding standards.
3. manage CCTV Operations in compliance with the Commonwealth and Western Australian legislation and amendments which may affect the use of CCTV and recorded material. The relevant and primary areas of compliance are privacy laws, camera fields of view and recording parameters, data storage, access control, and freedom of information provisions.

The CCTV Policy provides for the manner in which the CCTV Operation will be operated, managed and the reporting protocols to the Shire of Wyndham East Kimberley's Authorised Officer's, Chief Executive Officer and WA Police.

CCTV Management practices will ensure CCTV Operations are conducted in accordance with the following policy statements:

1. CCTV Operations will be operated within applicable law, and for the ethical and beneficial purposes for which it is established or which are subsequently agreed in accordance with these approved policy statements.
2. CCTV Operations will be operated with due regard to the privacy and civil liberties of individual members of the public, including the rights to freedom of religious and political expression and assembly.
3. The Shire will register CCTV system (with the exclusion of Corporate CCTV) in the



## State CCTV Register.

4. The public interest in CCTV Operations will be recognised by ensuring the security and integrity of recorded material.
5. All stakeholders and Authorised Officers will act in accordance with the CCTV Code of Conduct.
6. Access to Designated Surveillance Operation Areas will be restricted in accordance with Part 6.10 of the Management and Operation Manual and the CCTV Policy.
7. Recorded material released to stakeholders will be verified for accuracy, relevance and must not exceed that necessary to fulfil the purposes of the written request.
8. The retention of, and access to, any recorded material will be only for the purposes of assisting the WA Police Force to detect and respond to criminal offences against persons and/or property and to facilitate and support an effective response by Authorised Officers, WA Police Force officers or other emergency services personnel in situations of concern or interest or as otherwise required in accordance with an order of a court of competent jurisdiction of any State or Territory in Australia.
9. Recorded material will be retained for sixty-two (62) days unless otherwise notified in writing as being required for an approved police operation or the investigation of crime, an order of a court of competent jurisdiction of any State or Territory in Australia or for Shire court or formal review proceedings.
10. Recorded material, hard copy or electronic, will be erased, deleted or destroyed.
11. Recorded material which has been copied and released in accordance with the Policy and the Management and Operation Manual will be destroyed immediately on release.
12. Contact and exchange of information between the Shire and the WA Police Force will be conducted in accordance with the Management and Operation Manual.
13. Legitimate access may be allowed to live CCTV images under the supervision of an Authorised Officer which may be required to be viewed by other Shire employees to, for example, review public areas for convenient public area familiarisation or for reviewing, monitoring or verifying maintenance services, public works, safety concerns or employee misconduct.

## **4 CODE OF CONDUCT**

**THIS CODE OF CONDUCT HAS BEEN DEVELOPED TO ENSURE THAT THE HIGHEST ETHICAL STANDARDS ARE MAINTAINED BY ALL AUTHORISED OFFICER**

### **NON COMPLIANCE WITH CODE OF CONDUCT**

The highest standards of integrity and honesty are required in order to ensure CCTV recorded material is dealt with in accordance with the CCTV Policy and the Management and Operation Manual so as to protect the community, general public and the Shire from unauthorised access and/or publication of CCTV material. As a consequence, any breach of this Code of Conduct will result in disciplinary action which may lead to dismissal and/or criminal proceedings.

### **ETHICAL USE OF CCTV SYSTEMS AND RECORDED MATERIAL**

All Authorised Officers will:

- act in an honest and legal manner in carrying out CCTV duties which reflect the highest values expected of them by the Shire and community;
- treat all live and recorded images in an ethical and respectful manner, taking the utmost of care to protect the dignity of persons captured CCTV recorded material;
- interact with WA Police and stakeholders in a timely, courteous and cooperative manner.

### **CONFIDENTIALITY**

Authorised Officers will ensure confidentiality of information gathered by or from CCTV Operations by not disclosing or discussing any events with un-Authorised Officers or Shire associates who have no direct responsibility relating to CCTV Operations.

Authorised Officers will not explicitly or implicitly identify any person or party identified in CCTV recorded material or who applies for access to, or a copy of, CCTV recorded material with family, friends, or acquaintances or any other third party whatsoever, including the media without prior written approval in accordance with Part 6 of the Maintenance and Operation Manual.

### **OPERATING CONDITIONS**

In addition to the permission in Part 6.10 of the Maintenance and Operation Manual, authorisation is required the Director Corporate Services or Chief Executive Officer, for visitors to enter Designated Surveillance Operation Areas. Visitors will sign a Visitor's Record Sheet located in the CCTV Operation Room.

Written reports documenting the CCTV recording or reporting situations of concern will occur as soon as practicable. Reports must be written in simple English that will not cause offence or embarrassment in the event that the record is made public or the subject of subpoena.

CCTV Operations must not be used for personal benefit or to invade individual or group privacy. Cameras should only be used in accordance with the CCTV Policy and the Maintenance and Operation Manual. Priority will be dictated by circumstances where there is an operational necessity or a reasonable belief that an offence has or is imminently likely to occur.

CCTV recorded material will only be released when requested in writing and authorised by the Director Corporate Services or Chief Executive Officer in accordance with the CCTV Policy.

CCTV recorded material will not be copied or taken from Designated Surveillance Operation Areas without an approved written application and authorisation by the Director Corporate

Services or Chief Executive Officer as provided for in Part 6.10 of Maintenance and Operation Manual.

CCTV Operations records (hard copy or electronic) will only be destroyed with written authorisation of the Authorised Officers, in accordance with approved CCTV Operating Procedures in Part 6 of the Maintenance and Operation Manual and taking into account the State Records General Disposal Authorisation Policy reflected in the Shire's Record Keeping Plan.

### **REPORTING A BREACH OF THE CODE OF CONDUCT**

Should any person become aware that a Shire Officer's work behaviour is or was inappropriate and the incident has not been dealt with through normal supervisory procedures, then that person is obliged to report the incident to the Chief Executive Officer who will conduct an investigation in line with the Shire's Code of Conduct Complaint Handling Organisational Directive which, for the purpose of this Code of Conduct, will apply.

I have read and understood the CCTV Operation's Code of Conduct and agree to abide by these conditions and implications arising for any breach.

NAME: POSITION:

SIGNATURE: DATE:

NAME: POSITION:

SIGNATURE: DATE:

NAME: POSITION:

SIGNATURE: DATE:

NAME: POSITION:

SIGNATURE: DATE:

### 5.1 Introduction

CCTV Code of Practice establishes the operational objectives and performance indicators for CCTV Operations, with a focus on nominated outcomes relevant to camera locations and other defined target areas.

CCTV Management will ensure continued commitment to best practices in respect to the monitoring, review and audit process, planning and finance procedures relating to CCTV Operations. Executive oversight and CCTV Management should constantly seek out areas for improvement for increased system efficiency.

### 5.2 Key Performance Indicators

Establishing clear Key Performance Indicators (KPIs) for CCTV Operations will allow effective reporting and monitoring of the CCTV Network efficacy and highlight trends concerning operations which require early intervention or closer monitoring by Authorised Officers.

Recommended CCTV Operations KPI's are to include accurate reporting of the:

1. number of incidents identified through the use of CCTV;
2. number of incidents responded to
3. number of requests/applications for the release of recorded material;
4. feedback from the WA Police Force in relation to the identification and prosecution of offenders; and
5. effectiveness of CCTV Operations, including recording, reviewing, uptime, downtime and fault rectification.

### 5.3 Operational Objectives

The objectives established for CCTV Operations should be based on measurable criteria, including:

1. improving community perceptions of safety and reducing fear of crime.
2. assessment of the perceptions of safety and reduction of fear of crime in the community bi-annually through the Catalyse survey.

### 5.4 Western Australian Guidelines and Legislation

Western Australian guidelines and legislation relating to CCTV Operations should be read in association with the Management and Operations Manual and include:

Guidelines:

- WA State CCTV Strategy;
- WA CCTV Technical Advice;
- WA CCTV Analogue to Digital CCTV System Migration Guidelines; and
- WA Planning Commission Designing Out Crime Guidelines 2006.

Legislation:

- Local Government Act 1995;
- WA State Records Act 2000;
- WA Surveillance Devices Act 1998;
- WA Security and Related Activities (Control) Act 1996;
- Records Management Act 2000;
- Freedom of Information Act 1992;
- Privacy Act 1988; and
- Criminal Investigation Act 2006.

## 5.5 Australian Standards

Australian Standards cover the latest CCTV technologies, procedures and are reported to be the most up to date CCTV standards available in the world ([www.standards.org.au](http://www.standards.org.au)). In Australia, best practice CCTV Operation guidelines may refer to the following:

### **AS 4806.1–2006 – Closed Circuit Television (CCTV) – Part 1: Management and operation**

Includes chapters on principles and management of the CCTV system, procedures, personnel, CCTV control room, effective response, privacy and disclosure issues, recorded material management, documentation, licences and CCTV signage.

### **AS 4806.2–2006 – Closed Circuit Television (CCTV) – Part 2: Application guidelines**

Includes chapters on general CCTV considerations, system design criteria, objective test plan, installation, commissioning and handover, preventative maintenance, licences and signage.

### **AS 4806.3–2006 – Closed Circuit Television (CCTV) – Part 3: PAL signal timings and levels**

Includes video signal timings from the Australian Broadcasting and Media Authority Technical Planning Guidelines and video signal level variables for CCTV systems which have been determined from many tests over many years.

### **AS 4806.4–2008 – Closed Circuit Television (CCTV) – Part 4: Remote video**

Sets out requirements and recommendations for the design, installation, commissioning, operation and remote monitoring of detector-activated alarm verification, interactive video management and remotely monitored CCTV surveillance systems.

### **AS/NZS 1158:2005 - Lighting for Roads and Public Spaces**

Defines Category P lighting which is applicable to roads on which the visual requirements of pedestrians are dominant, e.g. local roads and to local area traffic management devices (LATMS) installed on such roads.

### **AS 2201.1:2007 Security Installations**

This Standard specifies the minimum requirements for the design, installation, commissioning, installation and maintenance of intruder alarm systems. It classifies equipment and systems interconnected by wire and wire-free links. Such systems consist of detection devices, control equipment, warning and signalling devices, and the necessary power supply equipment.

### **ISO 31000: 2018 Risk Management (Supersedes AS/NZ ISO 31000:2009)**

This document is for the use by people who create and protect value in organisations by managing risks, making decisions, setting and achieving objectives and improving performance.

## 5.6 Accountability

The Shire is responsible for ensuring that CCTV Operations are reviewed annually and be subject to evaluation to identify whether its purposes are being met and whether objectives in the Shire of CCTV Strategy are being achieved.

Resources committed to CCTV Operations will include the cost of evaluations and public disclosure provisions.

Evaluation of CCTV Operations will include, but not be limited to:

assessment of its impact on improving safety, perceptions of safety and reducing fear of crime by the community and the public;

the views of the community on the operation of the CCTV Network through the biannual Catalyse survey; and

compliance with the Code of Conduct, CCTV Policy and CCTV Standard Operating Procedures.

The results of evaluations will be considered in future management decision and in respect to the functioning of CCTV Operations.

## 5.7 Breaches of the Code of Conduct

The CCTV Management and Operations Manual has been established to address the interests of all who may be affected by public CCTV surveillance and will not be confined to the interests of the Shire or the needs of the most current Community Safety and Crime Prevention Plan. This responsibility includes ensuring that breaches of the Code are investigated and remedied to the extent it is within the Shire's power to remedy.

Complaints in relation to any aspect of CCTV Operations must be made in writing to:

Chief Executive Officer, Shire of Wyndham East Kimberley, Po Box 614 Kununurra WA 6743

The Shire will cooperate with the investigation of any complaints about CCTV Operations conducted by WA Police Force, Crime and Corruption Commission, Public Sector Commission or Department of Local Government, Sport and Cultural Industries.

Internal investigations relating to Shire staff will be carried out in accordance with the DIR-1016 Code of Conduct Complaint Handling Organisational Directive.

## 5.8 Community Safety and Crime Prevention Planning and CCTV Operations

CCTV Operations will be acknowledged in strategic crime prevention planning which focus on monitoring priority crimes, providing key statistics on crime prevention initiatives, integrating system design (such as camera placement) and acknowledging existing camera positions in order to support specific crime prevention approaches or initiatives.

The Shire's Safety and Crime Prevention Plan objectives are to:

1. identify the contributions of local community groups, service organisations, businesses, Council, State and Commonwealth Government departments which assist in achieving the vision and mission of the Shire to make the community a safer place to live, work and play.

build and strengthen partnerships between key stakeholders to develop and implement strategies to enhance community safety by working together to achieve common goals.

## 5.9 Key Roles and Responsibilities

In developing the Management and Operations Manual, the discrete roles and responsibilities of the stakeholders are as follows:

### 5.9.1 Shire of Wyndham East Kimberley Responsibilities

The Shire will be responsible for:

- (a) Strategy Development and Community Safety and Crime Prevention Planning.
- (b) Community information programs through local media and other suitable mediums.
- (c) Financing the implementation and ongoing costs of CCTV.
- (d) CCTV Project Development and Training.
- (e) CCTV Procurement.
- (f) Implementation and monitoring the auditing procedures for the implementation of CCTV as a crime prevention strategy.
- (g) Managing CCTV complaints handling through Shire processes.
- (h) Using statistics to monitor the effectiveness of CCTV as part of a crime prevention strategy.
- (i) Ensuring that all relevant parties are familiar with and meet the requirements of the Code of Practice, CCTV Standard Operating Procedures and the CCTV Policy.
- (j) Reviewing and updating Standard Operating Procedures in conjunction with personnel authorised to install and operate CCTV.

### 5.9.2 WA Police Force Responsibilities

The WA Police Force will be responsible for:

- (a) Providing information for and advice on crime assessment.
- (b) Developing, in consultation with the Shire, processes and CCTV Standard Operating Procedures between the WA Police Force and the Shire in relation to their respective roles.
- (c) Ensuring WA Police Force officers comply with the Code of Conduct and in accordance with the Operation and Management Manual when viewing CCTV footage provided by the Shire and together with the CCTV Policy when recorded CCTV data is released into its custody.
- (d) Determining the appropriate level and priority for monitoring and responses required to incidents identified by the CCTV Network, according to it available resources and existing priorities, determined by the WA Police Force in its sole discretion.
- (e) Keeping accurate records of the incidents identified by the CCTV cameras it reviews and of CCTV data released into its custody.



## 5.10 CCTV Management

The Shire's Director Corporate Services and Manager Information Communication Technology have Authorised control over the CCTV Operation. The Director Planning and Community Development and Manager Community Development are responsible for planning and assessing the effectiveness of the CCTV against the CCTV Strategy.

The role and duties of the CCTV Management in relation to CCTV Management and Operation include:

1. managing Authorised Officers responsible for ensuring CCTV operation objectives are performed in a manner consistent with the CCTV Management and Operations Manual;
2. preparing budget estimates for CCTV Operations on an annual basis, and ensuring the cost effectiveness of operations by regularly reviewing expenditure and depreciation, providing appropriate recommendations to the Shire's Executive Management Team (Shire's Executive) in respect to any correction measures required;
3. acting so as to ensure Shire policies and requirements of relevant statutes are complied with and reporting to the Shire's Executive in respect to possible litigation or other legal action being taken or to be taken;
4. reporting to the Shire's Executive on any significant need for modification to CCTV Operations or procedures required to support CCTV Operations;
5. allocating, modifying and implementing CCTV when requested by the WA Police Force in respect to police intelligence, "hot spots" and peak crime times so as to continue implementing effective strategies to support CCTV Operations in reducing crime and anti-social behaviour;
6. regularly liaise with the WA Police Force in respect to recorded incidents, requests for recorded material, crime statistics, general trouble spots and other relevant matters to ensure the activities of the CCTV Operations remain relevant and reinforce CCTV Policy objectives.
7. liaising with business and community group representatives to understand security needs and address them where possible;
8. taking an active role in improving the effectiveness of the Community Safety and Crime Prevention Planning in terms of CCTV Operations;
9. reviewing the Management and Operation Manual and recommending changes when necessary;
10. keeping abreast of development in CCTV technology, practices and all introduced amendments to related legislation and where necessary introducing changes to maintain operational and legislative compliance;
11. taking responsibility for the CCTV Management Spreadsheet;
12. acting in compliance with the Management and Operation Manual and CCTV Policy in respect to the release and destruction of recorded material;
13. assuming responsibility for ensuring compliance with the Code of Conduct;
14. assuming responsibility for allowing visitors to access Designated Surveillance Operation Areas;

15. ensuring CCTV related complaints, correspondence and reports are effectively investigated, prepared and completed;
16. ensuring Authorised Officers perform their duties at the highest level through the development, training and management of CCTV Operations;
17. representing and promoting CCTV Operations and the interests of the Shire when required to attend various meetings, public forums or as a member of an advisory group; and
18. fostering a high standard of public relations in support of CCTV Operations.

### **5.11 Monitoring, Review and Audit Reports and Protocols**

In accordance with AS4806.1:2006 Part 3.4, where CCTV operates within the public domain consideration should be given to the undertaking of an audit. As a minimum an internal CCTV Operations audit should be conducted every 2 years.

CCTV Operations internal reports should be submitted to the Shire's Executive for management of audit recommendations. Audit reports are not required to be released to the public. The audit should consider the following:

1. verification of the attainment of objectives and compliance with procedures;
2. random audits of records in respect to access to recorded material and data logs and the release and destruction of recorded material;
3. review and evaluate CCTV Policy and compliance with CCTV Policy;
4. review and evaluate procedures for and costs associated with the release or viewing of recorded material;
5. a technical review of any proposed system expansion/upgrade and commissioning and/or testing protocols;
6. a technical review and verification of the existing or suitable CCTV Network configuration, coverage, functionality, effectiveness and/or efficiency;
7. assessment of Shire related strategic planning documents; and
8. assessment and review of related target area works, studies and incidents.

### **5.12 Public Awareness and Media Management**

Signage can play a critical role in a CCTV Operations' effectiveness on influencing behaviour and perceptions of safety within the public space. It is recommended that signs be erected at all formal or high traffic access points within the monitored area and at each camera location. Signs should be checked regularly for damage or theft.

It is important that CCTV signage be installed in positions which allow the best opportunity to capture the attention of pedestrians thereby improving safety and crime risk management and ensuring awareness of CCTV Operations surveillance.

## 5.13 Public Information

### 5.13.1 Operation and Management Manual

The Shire will make this Management and Operation Manual available on the Shire's website which will also publish the CCTV Policy and the CCTV Strategy.

Public inquiries and complaints in relation to CCTV Operations must be made in writing to:

Chief Executive Officer  
Shire of Wyndham East Kimberley, PO Box 614, Kununurra WA 6743 or  
[mail@swek.wa.gov.au](mailto:mail@swek.wa.gov.au)

### 5.13.2 Media Management

The Shire holds a range of public events throughout the year in addition to releasing media articles and news stories. A schedule of suitable stories and events related to and consistent with CCTV Operation objectives may be considered by the Chief Executive Officer to promote the use and effectiveness of CCTV Operations to public stakeholders.

## 5.14 CCTV Operation Access Controls

Access to CCTV Operations will be restricted to Authorised Officers and will be protected from un-Authorised access.

The Shire will implement:

1. a procedure which clearly sets out Authorised Officers' risk disciplinary proceedings (including dismissal) in the event of a breach any the Code Conduct;
2. confidentiality obligations which may be enforced during and after termination of employment;
3. processes for dealing with the circumstances in which the WA Police Force or other visitors are able to access Designated Surveillance Operation Areas so as to ensure those circumstances are carefully controlled;
4. limits on access to CCTV Operations to Authorised Officers so as to ensure authority to access is only permitted in the course of undertaking Shire duties;
5. a register for documenting all access to the CCTV Operations;
6. a register, in conjunction with the WA Police Force detailing access to CCTV footage by those members of the WA Police Force at the Kununurra Police Station and Wyndham Police Station.

The Shire will monitor the WA Police Force access as part of the standard reporting functions and the sharing of statistics as part of the ongoing reporting processes. However, the Shire has exclusive operational control and management of CCTV Operations.

## 5.15 Camera Management

### 5.15.1 Camera Selection

Proposed CCTV sites should be risk assessed for the public area's environmental and lighting conditions, mounting options, the type of activity to be expected, the resolution of cameras and retention of recorded image rates.

The Shire CCTV Strategy should be used to guide camera selection and camera site criteria.

The selection criteria for each camera placement and location will be documented and the effectiveness of the installation will be measurable and reviewed annually. An objective measurement is the camera's purpose, either to detect, recognise or identify. The effectiveness of the camera should therefore be found to directly attribute to safety, perception of safety, control of crime or to assist the Shire. This design base will allow documented design, commissioning, performance and monitoring of each camera and subsequently, the whole CCTV Operations system.

The location of the cameras should be clearly apparent to the public with CCTV signage in the near vicinity of each camera.

Cameras and associated hardware and applications will be replaced or upgraded as required taking into account budgetary restraints.

### 5.15.2 Reporting

Reporting will occur in accordance with the requirements of the CCTV Strategy.

### 5.15.3 Camera Risk Assessment

It is important to recognise how the CCTV camera will influence the consequences of any particular risk event which will impact in different ways depending on the type and extent of an incident in the target area.

Financial costs, personal injury (physical and psychological), legal consequences and/or reputational damage may all result from a single incident.

AS/NZS 31000:2018: Risk Management describes how the objectives of analysis are to separate acceptable risks from major risks. Risk analysis involves the consideration of the sources of risk, the consequences and likelihood that those consequences may occur. The Shire Risk and Opportunity Policy and Framework should be considered in conducting these risk assessments.

### 5.15.4 Control and Operation of Cameras

#### FIXED CAMERAS

Fixed cameras should be selected for defined fields of view which have a designated and defined purpose either to detect, recognise or identify.

#### CONTROL of Pan Tilt Zoom (PTZ) CAMERAS

The operation and use of cameras will be in accordance with the Code of Conduct, Code of Practice, and CCTV Standard Operating Procedures.

Cameras will not be used to look into or monitor adjacent or nearby premises or buildings, unless it is explicitly for following (in real time) participants in a situation of concern originating in the public domain.

Any misuse is to be treated as a breach of the Code of Conduct and the party breaching will be subject to disciplinary action. Only Authorised Officers will have access to camera operating controls.

Authorised Officers will be made aware that recordings are subject to routine audit and they may be required to justify any viewing of CCTV of a particular member of the community or public or premises.

### 5.15.5 Maintaining Camera Operations

At any time deemed necessary, CCTV Management will provide an overview of CCTV Operations, as follows:

1. maintenance of CCTV recording equipment in a fully functional working order;
2. maintenance of clear, recorded vision from each camera at all times with records of down times;
3. monitoring for obstructions (foliage, umbrellas, street trees and signage) and report on treatments against obstructions;
4. ensuring any equipment fault is recorded and attended to in the shortest possible time frame;
5. ensuring all Authorised Officer contact lists are updated and current.

### 5.16 CCTV Monitoring Guidelines

Authorised Officer's will review incoming reports from the WA Police Force detailing hotspot information and trends of activity.

### 5.17 Recorded Material

The retention of and access to recorded material will be only for the purposes provided by the Code of Practice and retrieved and treated in accordance with the Code of Conduct.

Recorded material will be retained for sixty two (62) days unless required in relation to the investigation of crime or for court proceedings. Remnant recorded material will be destroyed following sixty two (62) days.

Access to and use of recorded material and photographs will only take place:

1. in compliance with the needs of the WA Police Force in connection with the investigation of crime; or
2. if ordered by a court of competent jurisdiction in any State or Territory of Australia for the purpose of legal proceedings.

Recorded material and photographs will not be sold or used for commercial purposes or the provision of entertainment (illegal publication). Illegal publication is a breach of the Code of Conduct.

The illegal publication of recorded material by viewing to a member of the community or the public is expressly prohibited and such illegal publication is a breach of the Code of Conduct. Viewing of recorded material will only be available to the WA Police Force in connection with the investigation of crime or in any other circumstances justified and/or authorised by law.

Recorded material may be provided to the public but only on application under a Freedom of Information (FOI) request or ordered by a court of competent jurisdiction in any State or Territory of Australia for the purpose of legal proceedings.

When a copy of recorded material is requested by way of an FOI request, that recorded material will be saved and stored by an Authorised Officer until the FOI process has been completed by the making of a decision and any applicable decision review deadline has passed.

In the event of an FOI request for a copy of recorded material is received more than sixty-two (62) days after the date the material was recorded the recorded material will not be provided given all recorded material is deleted after sixty-two (62) days in accordance with the CCTV Policy and the applicable Australian Standard.

FOI requests and relevant recorded material will be kept and stored in accordance with the State Records Act 2000 and the Freedom of Information Act 1992.

Use of recorded material by the media should only occur to gain public information with respect to the identity of a person/s wanted in connection with a criminal investigation and its release will be the responsibility of WA Police Force in consultation with the Shire.

Appropriate security measures and audit trails will be established against un-authorised access, alteration, disclosure, accidental loss or inadvertent destruction of recorded material.

Recorded material will be treated according to defined procedures and audit trails to ensure continuity of evidence.

### **5.18 Contact with Police**

Contact related to CCTV Operations between Authorised Officers and the WA Police Force will be conducted strictly in accordance with the Code of Conduct and Code of Practice.

WA Police Force officers will be permitted to remove recorded material, operate CCTV equipment in line with Code of Practice, the CCTV Policy or Standard Operating Procedures or any other relevant lawful process.

Any change in existing arrangements for WA Police Force contact with and the use of CCTV Operations will amount to a major change to the Code of Practice and must be agreed to by the Shire in accordance with the Code of Practice before being implemented.

Any involvement in CCTV Operations by the WA Police Force will be documented by the Shire and will be subject to review or audit.

### 6.1 Introduction

These Standard Operating Procedures (SOPs) provide an initial framework for the establishment of tailored procedures specific to the CCTV Operations implemented by the Shire.

The objectives of the SOPs are:

1. to provide Shire personnel with all the safety, health, environmental and operational information necessary so as to ensure they are able to perform their roles and responsibilities properly; and
2. to ensure that:
  - (a) CCTV Operations are performed consistently so as to maintain quality control of processes and recorded material;
  - (b) CCTV Operations continue with minimal disruption and are conducted to a prescribed standard;
  - (c) any system failures or faults are detected and responded to efficiently and rectified as soon as possible; and
  - (d) approved procedures are followed in compliance with Shire and legislative requirements.

### 6.2 CCTV Management Spreadsheet

Authorised Officers will record all requests for recorded material, all recorded material copied, all system faults and maintenance and all access provided to Designated Surveillance Areas on the CCTV Management Spreadsheet.

The CCTV Management Spreadsheet will be kept in a secure location and will not be altered or have information removed at any time without the approval of Authorised Officers or Executive Management.

The CCTV Management Spreadsheet will be reported to Executive Management for review on a monthly basis.

Exchange of information between the WA Police Force and the Shire is to be noted and recorded.

### 6.3 Maintaining Compliance and Local Government Best Practice

#### 6.3.1 Review

These procedures will be reviewed on an ongoing basis and KPI's reported to Executive Management. Improving perceptions of safety and reducing fear of crime following community consultations are reported on annually in the Annual Report.

#### 6.3.2 Audits

It is essential that the community have confidence in the Shire's use of CCTV technology. The Shire must regularly audit compliance with legislation and standards. In addition to audits, all logs of observations and activity should be regularly scrutinised by the Shire.

### 6.4 Complaints Handling

Any complaints received by the Shire in relation to alleged breaches of the Code of Conduct will be dealt with by the Shire's existing complaints handling procedure.



## 6.5 Authorised Officer's – Selection and Recruitment

Authorised Officers assigned to undertake CCTV Operations duties will be duly authorised by the Shire to undertake defined roles.

Shire staff will provide the Shire with a police clearance certificate prior to being classified as Authorised Officers.

Authorised Officers will sign the Code of Conduct at the commencement of their duties as Authorised Officers.

The employment of Authorised Officers will comply with all relevant Shire policies and in accordance with relevant industrial awards and legislation, including equal opportunity and occupational health and safety.

Authorised Officers will be subject to disciplinary proceedings in the event of a breach of the Code of Conduct. The Shire reserves the right to terminate employment in the event that an Authorised Officer breaches the Code of Conduct in a significant way.

Authorised Officers will ensure all visitors applying for access to the Designated Surveillance Areas are briefed regarding the requirements of the Code of Conduct and sign the Code of Conduct.

The Manager Community Development and Manager Information Communication Technology will provide a formal induction to recruited Authorised Officers on CCTV Operations and the Management and Operations Manual.

## 6.6 Surveillance Duties and Tasking

### 6.6.1 Live Surveillance Duties

In extenuating circumstances, the Authorised Officers will be permitted, upon request by the Chief Executive Officer to undertake live surveillance duties. This may, from time to time arise in relation to the investigation of Shire employees where an allegation constitutes a serious breach or an emergency operation the WA Police Force are undertaking and in respect to which it requires CCTV support.

The following procedures will be followed to by monitor operators rostered for live surveillance duty:

1. monitor operators must act with the utmost probity and in accordance with the Code of Conduct;
2. the tracking or zooming in on any member of staff, the community or the public will only be undertaken with express authority of the Chief Executive Officer;
3. the tracking or zooming in on any member of staff, the community or public will not be done in a gratuitous or unreasonable manner. All operators will be aware from formal induction that camera operation may be audited and that staff member may be called on to answer questions regarding interest in a member of staff, the community or the public who are entitled to go about their lawful business without being the subject of undue, unethical or illegal surveillance;
4. during general surveillance, operators will not allow cameras to view into private premises. Private premises may come into view as part of a wide angle or long shot or as a camera is panning past them;

5. an operator may allow a private premises to remain in view when there are reasonable grounds for so doing, that is, for the purpose of identifying individuals or actions when there are reasonable grounds and in response to a criminal offence or situation of concern only.

At the commencement of live surveillance, Authorised Officers are to record the following detail on the CCTV Management Spreadsheet:

1. the Authorised Officer's and operator's personal details;
2. the date and time of shift;
3. completion date/time and a summary of incidents at the completion of each live surveillance period.

### **6.6.2 Dealing with and Responding to Incidents**

The CCTV monitoring or control room will be equipped with suitable communication facilities so as to enable the operator to easily contact relevant personnel.

A list of stakeholders and call out details will be compiled and maintained in the CCTV Management Spreadsheet.

The level of WA Police force response to incidents occurring will be determined by the WA Police Force and will be subject to the various priorities at the time the incident is reported. The Shire has no control over the priority allocated by the WA Police Force to an incident. Authorised Officers are authorised to report relevant matters to the WA Police Force and/or other emergency services, as appropriate. A written record of any reports will be made at the time or as soon as practicable following the incident and will include details of the incident, date and time of the report and details of the WA Police Force and/or other emergency services notified.

When an operator identifies an offence or situation of concern to which a response is required, the operator will contact the WA Police Force while ensuring that the incident is being appropriately monitored and recorded. Where possible, the incident must continue to be monitored and recorded up to and including the completion of the response.

Whenever a response is deemed appropriate to an identified incident, the operator must record the following in the CCTV Management Spreadsheet:

1. the type of incident (according to defined offence categories), including a description of participants (e.g. number of persons involved);
2. date and time of the incident; and
3. the organisation responding to the incident (eg : WA Police Force, Shire officer, WA Ambulance Service).

The incident report must be filled out by the Authorised Officer and if WA Police Force attention is required, a copy provided to it. The incident report should record information which will assist the WA Police Force in the recording of the incident.

### **6.6.3 Authorised Officer Monitoring or Control Room Obligations**

The Authorised Officer will check all cameras routinely on a daily basis to ensure all cameras are operating correctly. In particular, checks are to be made to ensure that:

1. operator adjustable settings can be made appropriately and predefined fields of view

- are displayed;
2. the time and date settings are accurate. Any inconsistencies should be documented and the equipment monitored to ensure that further drift of the settings does not occur;
  3. recording equipment is being operating correctly;
  4. there are adequate supplies of recording media, including spares in case of media failure;
  5. the media should either be new, reformatted or erased in an approved manner in accordance with the equipment manual.
  6. any media protection settings will not prevent recordings being made;
  7. in the event equipment is battery operated, there are sufficient fully charged batteries available and uninterrupted power supply (UPS) systems are operating, where installed;
  8. a scheme of checks is carried out before deployment particularly for equipment that is used less frequently.

This list is not definitive and detailed information should be obtained from the equipment manuals.

#### **6.6.4 Joint Operations with the WA Police Force**

The Shire acknowledges the WA Police Force as a key stakeholder in CCTV Operations.

Members of the WA Police Force may request the cooperation of the Shire by the making available CCTV Operations for the purpose of surveillance relating to lawful WA Police Force operations and investigations.

Joint operation requests will be made in writing by the WA Police Force officer responsible for coordinating the operation or investigation. The request will detail the times and general purpose for which surveillance support is requested.

The Shire may decline to provide cooperation in accordance with the Code of Conduct and Code of Practice.

Authorised Officers may withdraw cooperation at any time during the operation in the event that it is determined the operator or investigation is being undertaken in breach of the Code of Conduct and Code of Practice.

#### **6.6.5 WA Police Contacts and State CCTV Register**

For day-to-day purposes, the Shire's WA Police Force contact officer will either be the Officer in Charge of the local police station or the WA Police Force call number 131 444. As appropriate, the Officer in Charge or delegated WA Police Force officers will liaise with the Authorised Officers in regard to WA Police Force activity in respect to the operation and management of CCTV Operations.

Approval for WA Police Force use of CCTV Operations will be subject to the WA Police Force agreement to comply with Management and Operation Manual and Code of Conduct.

The presence of a WA Police Force officer in Designated Surveillance Areas for a pre-planned operation or ongoing incident is permitted, subject to authorisation being given by

the Authorised Officers. WA Police Force officers may direct the operation of cameras in accordance with this Management and Operation Manual.

The CCTV System will be registered with the WA Police State CCTV Register. If sought by the WA Police Force and deemed a viable option by the Shire, a remote control facility at the Police Operations Centre may be allowed. The WA Police Force may operate the cameras during a live incident as well as download recorded material provided the operations comply with this Management and Operation Manual.

## **6.7 Camera Operation**

### **6.7.1 Control and Operation of the Cameras**

The CCTV cameras will only be operated by Authorised Officers and the WA Police Force. All Authorised staff will act with the utmost probity and in accordance with their obligations under the CCTV Policy, the Code of Conduct and this Management and Operation Manual.

All use of cameras and recording equipment will accord with the purposes and key objectives of the CCTV Network, as developed in training and specific operational instructions and will comply with the Code of Conduct.

Cameras will not be used to look into private property without cause. The Code of Practice ensures restraints on the use of cameras in connection with private premises.

Authorised Officers are aware that recordings are subject to routine audit and that they may be required to justify their interest in a member of the public or premises, a record is maintained of all monitored incidents in the CCTV Management Spreadsheet which can be adapted to suit the CCTV Operations.

Incidents will be recorded as part of the means of establishing effective evaluation and targeting of key objectives as set out in the Code of Practice. Incidents will be reviewed and contrasted to guide:

1. monitoring criteria and schedules;
2. risk assessment; and
3. targeting offence reduction objectives.

### **6.7.2 Camera location**

Cameras should only be installed in areas which have also been subject to the design of the public space, Crime Prevention Planning, Lighting Audits and a Crime Risk Assessment and in conjunction with the WA Police Force. Camera positioning should be designed to provide sufficient fields of view of the public space and capabilities to provide identification, recognition or detection footage.

New or proposed camera locations should be determined on the basis of crime statistics provided by the WA Police Force and other considerations such as input from CCTV operators, Shire stakeholders, community groups and innovative crime prevention initiatives carried out by the Shire.

The list of cameras and locations is to be maintained in the CCTV Management Spreadsheet.

## 6.8 CCTV System Expansion and Upgrades

Where the Shire is over the view that there may be a requirement to extend the CCTV Operations or coverage, the Shire agrees to:

1. take the following actions prior to any decision on implementation. The Executive Management will:
  - (a) identify and agree on primary aims and associated issues to be addressed to achieve those aims;
  - (b) identify and plan for resource implications, including deciding the commitment levels of resourcing that will be provided by each stakeholder;
  - (c) agree the extent of involvement and respective responsibilities of each stakeholder;
  - (d) establish protocols to govern the process for decision making in establishing the system within the area and for the ongoing management of the system;
  - (e) establish operational procedures for the management of the system and, as appropriate, protocols for monitoring and auditing the system as it affects those areas;
  - (f) draft and sign an agreement outlining the responsibilities of the stakeholders and include an acknowledgement of the requirement for all parties to comply with the provisions of the Code of Conduct, including sanctions available in the event of breach; and
2. Prior to any extension of the CCTV Operations being approved the following actions will be completed:
  - (a) the Executive Management will conduct a needs assessment and prioritisation of risk management objectives;
  - (b) consultation will be undertaken with stakeholders including the WA Police Force; and
  - (c) where cameras are to be installed, the Shire will consult with adjacent landowners.

## 6.9 Troubleshooting, Faults and Maintenance

All faults and maintenance activity is to be recorded in the CCTV Management Spreadsheet. Refer to the CCTV System's Operation and Technical Manual for troubleshooting and common problems.

## 6.10 Data Storage

Recorded material will be downloaded using the H.264 Codec. Depending on the level of licence in use, encryption of the data can be used.

In respect to access to Designated Surveillance Operations Areas:

1. only Authorised Officers are permitted to access the CCTV Operations; and
2. visitor access will be authorised by the Authorised Officers and a written record made in the CCTV Activity Register of the purpose of the visit and the extent of access provided.

## 6.11 Continuity of Evidence

Evidence, in terms of a still image or video footage, is the presentation of visual facts about a crime or an individual that the prosecution may wish to present to a court.

The image provided in response to an order of a court of competent jurisdiction of a State or Territory of Australia will be provided in either hard copy or on a screen. It is possible to make a bit-for-bit identical copy of a digital image file.

In evidential terms there is no distinction between the copy and the primary or original file because the files are the same and have the same evidential weight. It is not important whether the file is on a stand-alone or networked computer, a server, or on any type of storage medium. This assumes the operation of adequate security against unauthorised and unrecorded access.

If no discipline is applied there can be any number of identical files. For evidential purposes it is essential to be able to demonstrate that the images are authentic and have originated from the data captured in the camera and recorded to the first medium.

Integrity verification is the process of confirming that the data (image, CCTV clip, etc) presented is complete and unaltered since time of acquisition. Relevant questions concerning integrity might include: "Has data been added to, or removed from the file?"; "Has the data within the file been changed?"

Authentication is the process of substantiating that the data is an accurate representation of what it purports to be. Relevant questions concerning authentication would deal with issues such as: "Was the image taken at the time stated?"; "Was the image taken at the place stated?" It should be noted that standard image processing techniques such as lightness or contrast changes would affect the image integrity but not the image authenticity; however, a change to the clock on a CCTV system could affect the image authenticity but not affect the image integrity. Robust audit trails are required in order to maintain image authenticity.

The audit trail should include the following information (with date and time of action) when available and if appropriate:

1. details of the case;
2. information about capture equipment and/or hardware and software used, including details of the maintenance log relating to capture equipment and calibration of hardware and software;
3. identity of capture operative, including third parties and image retrieval officers, where applicable;
4. details of exhibits and disclosure officer(s);
5. description of the images captured;
6. details of retrieval or seizure processes and point of transfer, if applicable;
7. creation and definition of the master copy and associated metadata;
8. storage of the master copy;
9. any access to the master copy;
10. any viewing of the data including a record of any associated viewing logs;

11. details and reasons for any selective capture;
12. electronic history log of processing applications;
13. any copying required for ensuring longevity of the data;
14. cross references on the master and working copies, if any and if required;
15. disposal details and retention time periods.

#### **6.11.1 Viewing of Recorded Material**

WA Police Force officers may view recorded stored material relating to an incident or investigation WA and with the authority of the Officer in Charge make a copy of the recorded material. WA Police Force will not share the copied material with a third party other than in accordance with a court process.

Requests made by any other party in relation to an incident must be made via an FOI request or by way of a subpoena. Each FOI request will be assessed in accordance with the Freedom of Information Act 1992 to determine whether footage can be viewed or released.

Any request, by a party other than the WA Police Force, to view footage which forms part of an ongoing WA Police Force investigation must be made to WA Police Force which decide in its sole discretion whether to make application to the Shire on behalf of the requesting party.

#### **6.11.2 Copying of Recorded Material**

Authorised Officers may authorise the copy of original material where a recorded incident is the subject of WA Police Force investigation, prosecution or legal proceedings.

Copying of original recorded material is to be made only by Authorised Officers or the WA Police Force.

Recording mediums are to be marked with an incident description and the WA Police Force Incident Report Number by Authorised Officers.

Certified copies of recorded material may only be released to the WA Police Force in relation to a recorded incident.

In the event of an FOI request, certified copies will only be released to the parties named in the written request when permission to do so has been received from Authorised Officers of the Shire and on the completion of the appropriate documentation.

#### **6.11.3 Release of Original Recorded Material**

Original recordings and still photographs will not be released to any person or third party unless requested under a search warrant, court summons or by a recognised legal instrument.

At no time will original or copied recordings or still photographs be released to any media organisation, journalist or other individual or group without that party submitting a valid FOI request and subsequently with the approval of such a release by the Chief Executive Officer.



#### 6.11.4 Video Images

To allow ease of current and future use of the recordings for investigations, court processes including appeals etc, the CD/DVD includes:

1. an easily read text file stating any requirements for special software or instructions for replay;
2. all associated metadata (time and date will be bound to the relevant images); and
3. licence-free software enabling the sequences to be viewed correctly.

#### 6.11.5 Master Copy Safeguards

The integrity of images needs to be protected at the earliest stages as this reduces the opportunities for challenges at court.

The Shire stores all of its master copies in a secure electronic format.

Protection is also achieved by controlling access to the data by electronic password and/or controlling the viewing of images by electronic encryption.

#### 6.11.6 Encryption

Image files are encrypted so that a file cannot be altered, maintaining its integrity when presented as evidence in court.

#### 6.11.7 Handling

Images should also be protected from accidental deletion by the careful handling of media. Media should be stored in clean, dry environments and kept away from strong magnetic fields, strong light and chemical contamination.

The master copy is defined and will be documented as such. It will then be stored securely pending its production (if required) at court as an exhibit. Only in the event of any doubt being cast on the integrity of the images will the master be viewed.

A working copy of images are usually produced simultaneously, or immediately after the master is defined. The working copy, as its name implies, is the version that will be used for investigation and to assist in the preparation of a prosecution file.

All use and movement of the master copy will be logged in the audit trail. Similarly, any significant use, enhancement and distribution of working copies will be logged in order to support the presentation of evidence in legal proceedings. All audit trails will be disposed of when the image files and any analogue copies are disposed of.

#### 6.11.8 Define Master and Working Copy

The core of the procedure is the production, definition and storage of a master copy which can be examined if required by a court to confirm the integrity of the images. The master copy should be:

1. labelled or named (with due care to the longevity of label and readability of medium);
2. stored in a form and manner, with software if required, so that the images may be viewed in the future;

3. kept in accordance with exhibit protocols; and
4. never used, except to extent required to make further copies (together with an appropriate audit trail) or by order of a court to verify integrity.

#### **6.11.9 Working Copies**

Working copies can be in many forms. The files can be copied onto any suitable medium or distributed electronically (if a secure system is in place) for circulation to the investigating WA Police Force officers and the Shire. Issues of quality control, security and resource management need to be considered.

#### **6.11.10 Recording of Images**

CCTV images may only be recorded by the Shire.

All information recorded, collected and collated by means of CCTV Operations remain the sole property of the Shire.

Any incident recorded and selected for review will be noted in the CCTV Management Spreadsheet in accordance with the Code of Practice.

All original residual recordings shall be erased after sixty-two (62) days from the date of the recording unless the footage is required to be reviewed, a request is made in writing by FOI or otherwise, or the Shire is served with an order of a court of competent jurisdiction of a State or Territory of Australia requiring that it be held or delivered to the prosecution or the court.

Authorised Officers may view any footage on a random basis in accordance with the Code of Conduct and Code of Practice.

Authorised Officers will view the CCTV Management Spreadsheet and reports will be submitted on a monthly basis, or as otherwise directed.

### **6.12 Operation Redundancy and Disaster Recovery**

The Shire has redundant power supplies, redundant hard drives in the storage array and UPS protection for the recovery of data following power outages, system faults and other impediments to operations for the Kununurra CCTV Operations. Remote locations have deficiencies in the redundancy and disaster recovery, which do not allow for recovery following some system failures. The implementation of redundancy and disaster recovery at remote locations will be considered in the CCTV Strategy.