



SHIRE OF WYNDHAM | EAST KIMBERLEY

Closed Circuit Television (CCTV) Management and Operation Manual

2019

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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 usage 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 standards.

2 TERMS AND DEFINITIONS

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

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.

Corporate CCTV is the Shire installed CCTV systems typically set up in publicly accessible areas of libraries, municipal buildings, car parks and leisure facilities.

CCTV Management Spreadsheet accompanies the Manual to record CCTV Operations information and data for reporting purposes.

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

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.

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 POLICY STATEMENTS

3.1 Purpose

The Shire of Wyndham East Kimberley conducts CCTV Operations in order to:

1. Deter, detect and respond to criminal offences against person or property;
2. Facilitate and support an effective response by Authorised Officer's, WA Police Officers or other emergency services personnel to situations of concern or interest; and
3. Manage and maintain community safety for residents, traders, workers, visitors and Shire staff.

3.2 Statement

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

1. Maintain best practice and standards with reference to the 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.
4. Operate, use and maintain CCTV Operations in accordance with the Code of Conduct, acknowledged and signed by relevant Authorised Officer's.
5. Operate, use and maintain CCTV Operations to maintain effective oversight of Monitoring, Review, Auditing and Reporting.

3.2.1 Ownership and Control

Ownership and control of the CCTV will ensure CCTV Operations are conducted in accordance with the following policy statements:

1. The CCTV Operation is owned by and is the sole property of the Shire.
2. The Shire will work in conjunction with the Western Australian Police force to ensure the CCTV Network works in the best interests of the Shire.
3. The Shire will manage and operate CCTV in accordance with approved CCTV Management and Operation Manual, and any relevant strategies.
4. Authorised Officer's will abide by the Code of Conduct, Code of Practice and Standard Operating Procedures provided in the CCTV Management and Operations Manual.
5. The Shire will register CCTV Camera's in the State CCTV Register.
6. The Shire will encourage business owners and residents to also register their cameras in the register, which can be connected to the State Operation Command Centre of the Western Australian Police.
7. The Shire's Director Corporate Services Manager Information Communication Technology have Authorised control over the CCTV Operation. The Director, Planning and Community Development is responsible for planning and assessing the effectiveness of the CCTV against the CCTV Strategy. Further authorisation for the operation and control of the CCTV may be permitted by the Shire's Chief Executive Officer.
8. The Shire will allow the Western Australian Police to access the CCTV operation and control upon application and accordance with the CCTV Management and Operation Manual, Policy Statement and Code of Conduct.

3.2.2 CCTV Operations

The Shire's 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. The CCTV System 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. The CCTV System 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 CCTV will register CCTV system with the exclusion of Corporate CCTV will be registered 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 Officer's will act in accordance with the CCTV Operation's Code of Conduct.
6. Access to Designated Surveillance Areas will be restricted to Authorised Officer's or otherwise with written authorisation from the Shire Chief Executive Officer.
7. Recorded material released to Stakeholders shall 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 WA Police to detect and respond to criminal offences against person or property, also to facilitate and support an effective response by Shire of Wyndham East Kimberley Authorised Officer's, WA Police Officers or other emergency services personnel to situations of concern or interest.
9. Recorded material will be retained for thirty one (31) days unless otherwise specified or required in relation to an approved police operation or the investigation of crime or events for court or formal review proceedings by the Shire. Recorded material, hard copy or electronic will then be erased, deleted or destroyed, with released material destroyed following written confirmation on the original release request.
10. Contact and exchange of information between the Shire and WA Police will be conducted in accordance with the Shire of Wyndham East Kimberley CCTV Management and Operation Manual.
11. Legitimate access may be allowed to live CCTV images under the supervision of an Authorised Officer which may be required by other Shire employees to view; for example, public areas for convenient public area familiarisation or reviewing, monitoring or verifying maintenance services, public works, safety concerns or employee misconduct.
12. CCTV Operations will make all reasonable attempts to serve the interests of all who may be affected by public place surveillance with a focus on community safety and crime prevention, and not be confined to the interests of the Shire or operational needs of the WA Police.

3.2.3 Applications

The policy is applicable to Council and Staff at the Shire of Wyndham East Kimberley and will guide the relationship of the Shire of Wyndham East Kimberley with the Western Australian Police, community and other key stakeholders.

3.2.4 Explanatory Notes

This policy will assist to inform relevant strategic documents, including the CCTV Strategy and Community Safety and Crime Prevention Plan.

3.2.5 Risk

It is important to recognise how the CCTV camera will influence the consequences of any particular risk event which will impact in different ways within the target area. Financial costs, personal harm (physical and psychological), legal consequences and damage to reputation may all result from a single incident. The Shire of Wyndham East Kimberley Risk and Opportunity Management Policy and Framework should be considered in these risk assessments.

4 CODE OF CONDUCT

THIS CODE OF CONDUCT HAS BEEN DEVELOPED TO ENSURE THAT THE HIGHEST ETHICAL STANDARDS ARE MAINTAINED BY ALL AUTHORISED OFFICER'S WHO WORK AT THE SHIRE OF WYNDHAM EAST KIMBERLEY AND WITHIN THE CCTV OPERATION.

NON COMPLIANCE WITH CODE OF CONDUCT

CCTV Operations require the highest standards of integrity and honesty. As a consequence, any breach of this Code of Conduct may result in disciplinary action, up to and including dismissal and/or criminal proceedings.

ETHICAL USE OF CCTV SYSTEMS AND RECORDED MATERIAL

The Shire has the highest expectation of all Authorised Officer's to:

- At all times, act in an honest and legal manner to carry out duties which reflects community values.
- Treat all live and recorded images in an ethical manner and with the utmost of care, respect and dignity.
- Interact with WA Police and stakeholders in a timely, courteous and cooperative manner.

CONFIDENTIALITY

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

In addition, Authorised Officer's will explicitly not identify any involved person or party with family, friends, or acquaintances and will not disclose any information to third parties, including the media without prior written approval in accordance with CCTV Operation Policy.

OPERATING CONDITIONS

Other than Authorised Officer's, authorisation is required from the Director Corporate Services or Chief Executive Officer, for visitors to enter designated surveillance areas. Visitors will sign a Visitor's Record Sheet located in the CCTV Operation Room.

Written reports documenting the recording or reporting of situations of concern, will take place as soon as practicable. Reports must be written in simple English that will not cause offence or embarrassment should the record be made public or be subpoenaed.

In the course of carrying out duties, 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 Policy Statement and have priority when there is an operational necessity or a reasonable belief that an offence has or is likely to occur.

Recorded material shall only be released when requested in writing and Authorised by the Director Corporate Services or Chief Executive Officer.

Recorded Material shall 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.

CCTV Operational records (hard copy or electronic) can only be destroyed with written authorisation by the Authorised Officer's, in accordance with approved CCTV Operating Procedures and the State Records General Disposal Authorisation Policy.

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, the person is obliged to report the incident to the Chief Executive Officer who will conduct an investigation in line with the Shire of Wyndham East Kimberley APGOV4100 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 for any breach.

NAME: **POSITION:**

SIGNATURE: **DATE:**

NAME: **POSITION:**

SIGNATURE: **DATE:**

NAME: **POSITION:**

SIGNATURE: **DATE:**

NAME: **POSITION:**

SIGNATURE: **DATE:**

5 CCTV CODE OF PRACTICE

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 requires continued commitment for the monitoring, review and audit process, in addition to planning and finance procedures, relating to the 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 system efficacy and highlight trends concerning operations, which may require early intervention or closer monitoring by Authorised Officers.

Recommended CCTV Operation KPI's are to include the following:

1. Number of Incidents identified through the use of CCTV.
2. Number of Incidents responded to.
3. Number of requests/applications for recorded material.
4. Feedback from WA Police in relation to the identification and prosecution of offenders.
5. Effectiveness of the systems operations, including records, reviews, uptime, downtime and fault rectification.

5.3 Operational Objectives

The objective established for CCTV Operations should be based on measurable criteria, which include:

- Improving perceptions of safety and reducing fear of crime following community.
- Assessment of the above criteria would be done 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 CCTV Management and Operations Manual and include:

Guidelines:

- *WA State CCTV Guidelines;*
- *WA CCTV Technical Advice;*
- *WA Police Local Interpretation Guide for the ANZPAA Recommendations for CCTV Systems*
- *WA CCTV Analogue to Digital CCTV System Migration Guidelines; and*
- *WA Planning Commission Designing Out Crime Guidelines.*

Legislation:

- *Local Government Act 1995;*
- *WA State Records Act 2000*
- *WA Surveillance Devices Act 1998;*
- *WA Security and Related Activities Act 1996.*
- *Records Management Act 2000;*
- *Freedom of Information Act 1992;*

- *Privacy Act 1988; and*
- *Criminal Investigation Act 2006.*

5.5 Australian Standards

Standards Australia's CCTV 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). 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 of Wyndham East Kimberley is responsible for ensuring that CCTV Operations will be reviewed annually, subject to evaluation to identify whether its purposes are being complied with and whether objectives in the Shire of Wyndham East Kimberley 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, as a minimum:

- a) Assessment of its impact on improving perceptions of safety and reducing 'Fear of Crime' by members of the public;
- b) The views of the public on the operation of the CCTV program through the Shire biannual Catalyse survey; and
- c) Compliance with the Code of Conduct, protocols and standard operating procedures.

The results of evaluations will be considered for future management and 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 that breaches of the Code are within the ambit of 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, Crime and Corruption Commission, Public Sector Commission or Department of Local Government, Sport and Cultural Industries.

Internal investigations relating to Staff Members, will be carried out in line with the APGOV4100 Code of Conduct Complaint Handling Organisational Directive.

5.8 Community Safety and Crime Prevention Planning and CCTV Operations

The CCTV Operation should be acknowledged in strategic crime prevention planning with a focus on monitoring priority crimes, providing key statistics on crime prevention initiatives and integrating system design, such as camera placement and acknowledging existing camera positions, along with specific crime prevention approaches or initiatives.

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

- Identify the contributions of local community groups, service organisations, businesses, Council, State and Commonwealth Government departments that assist to achieve the vision and mission of the Shire and 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 CCTV Management and Operations Manual, the discrete roles and responsibilities of the CCTV system owner, Authorised Officer's and the WA Police must be made explicit.

5.9.1 Shire of Wyndham East Kimberley Responsibilities

- a) Strategy Development and Community Safety and Crime Prevention Planning.
- b) Community information program through local media and other suitable mediums.
- c) Financing the implementation and ongoing costs of CCTV.
- d) Project Development and Training.
- e) Procurement.
- f) Implementation and monitoring the auditing procedures for the implementation of CCTV as a crime prevention strategy.
- g) Managing complaints handling mechanism through the existing Shire process.
- h) Ensuring that all relevant parties are familiar with and meet the requirements of the Code of Practice, Protocols and Standard Operating Procedures.
- i) Review and update Standard Operating Procedures in conjunction with personnel selected to install and operate CCTV.

5.9.2 WA Police Responsibilities

The WA Police will be responsible for:

- a) Providing information for and advice on crime assessment.
- b) Developing, in consultation with the Shire, the Protocols and Standard Operating Procedures between Police and the Shire in relation to their respective roles.
- c) Ensuring Police officers comply with the Code of Conduct and in accordance with the Operation and Management Manual when viewing CCTV footage provided by the Shire.
- d) Determining the appropriate level and priority of monitoring and responses required to incidents identified by the CCTV cameras, according to available resources and existing priorities.
- e) Keeping accurate records of the incidents identified by the CCTV cameras.

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 the following priorities which are managed between the management personnel listed above:

- a) Manage Authorised Officers to assume responsibility for ensuring CCTV operation objectives are performed in a manner consistent with the CCTV Management and Operations Manual.
- b) Prepares budget estimates for CCTV Operations on an annual basis, and ensures the cost effectiveness of operations by regularly reviewing expenditure and depreciation, providing appropriate recommendations to the Executive Management Team, as to any correction measures required.
- c) Act upon any Authority to ensure Council's Policies and requirements of relevant statutes are exercised and complied with. Report to the Executive Management Team in respect of possible litigation or other legal action.
- d) Report to the Executive Management Team on any significant need for CCTV System modifications or procedures, where appropriate.
- e) Allocate and modify, when requested by WA Police, surveillance in respect to identifying police intelligence, "hot spots" and peak crime times, implementing effective strategies to support CCTV Operations in reducing crime and anti-social behaviour in these areas.
- f) Regularly liaise with WA Police in respect of recorded incidents, requests for recorded material, crime statistics, general trouble spots and other relevant matters to ensure the activities of the CCTV Operation appropriateness and reinforce Police priorities.
- g) Liaise with business and community group representatives to understand their security needs and address them where possible.
- h) Take an active part in improving the effectiveness of the Community Safety and Crime Prevention Planning in terms of CCTV Operations.
- i) Implement CCTV surveillance strategies to problem areas when necessary and in consultation with Western Australian Police.
- j) Review the CCTV Management and Operations Manual adopted in respect to the needs of the Shire in line with the Shire's Policy Management Policy and make recommend changes when necessary.
- k) Keep abreast of CCTV technology, practices and all introduced amendments to related legislation and where necessary introduce changes to maintain operational and legislative compliance.
- l) Assume responsibility for the CCTV Management Spreadsheet.
- m) Act on Authority in conjunction with the release and destruction of recorded material after assessing the evidence available and the circumstances of the matter.
- n) Assume responsibility for ensuring compliance with the CCTV Code of Conduct.
- o) Act on Authority to allow visitors to access Designated Surveillance Operation Areas when considered appropriate or necessary.
- p) Ensure CCTV related complaints, correspondence and reports are effectively investigated, prepared and completed within required time frames.

- q) Ensure that Authorised Officer's perform at a high level through the development, training and management of CCTV Operations.
- r) Represent and promote CCTV Operations and the interests of the Shire when required to attend various meetings, public forums or as a member of an advisory group.
- s) Foster a high standard of public relations in support of CCTV Operations.

5.11 Monitoring, Review and Audit Reports and Protocols

5.11.1 CCTV Operation Audits

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

CCTV System internal reports should be submitted to the Executive Management Team for management of audit recommendations. Audit reports are not required to be released to the public. The audit should consider the following:

- a) Verification of the attainment of objectives and procedures.
- b) Random audits of the access and data logs and the release and destruction of recorded material.
- c) Review and evaluate CCTV Policy Statements and compliance.
- d) Review and evaluate procedures and costs for the release or viewing of information.
- e) Technical review of any proposed system expansion/upgrade, commissioning and testing protocols.
- f) Technical review and verification of the existing or suitable CCTV network configuration, coverage, functionality, effectiveness and efficiency.
- g) Assessment of related strategic planning documents.
- h) Assessment and review of related target area works, studies and incidents.

5.12 Public Awareness and Media Management

5.12.1 CCTV Signage

Signage can play a critical role in a CCTV Operation's 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 and thus improve safety and crime risk management and ensure their awareness of CCTV surveillance operations.

5.13 Public Information

5.13.1 Operation and Management Manual

The Shire of Wyndham East Kimberley will make available this document on the Shire of Wyndham East Kimberley's website, which contains:

1. CCTV Code of Conduct
2. CCTV Policy Statements
3. CCTV Code of Practice
4. Complaint procedures

Public inquiries and complaints in relation to the Shire of Wyndham East Kimberley CCTV Operation 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

5.13.2 Media Management

The Shire holds a range of public events throughout the year, as well as, the release of 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 the CCTV system will be restricted to Authorised Officer's and will be protected from un-Authorised access.

The Shire will implement the following:

- a) A procedure which makes it plain that Authorised Officer's risk disciplinary proceedings (including dismissal) if they breach any of the provisions of the Code Conduct.
- b) A requirement of confidentiality which can be enforced during and after termination of employment.
- c) The circumstances in which WA Police or other visitors are able to access Designated Surveillance Operation Areas will be carefully controlled.
- d) Access to the CCTV system will be limited to Shire's Authorised Officer's with a defined responsibility and purpose.
- e) A register must be kept detailing all instances of access to the CCTV system.
- f) Western Australian Police at the Kununurra Police Station and Wyndham Police Station will agree to maintain a register which complies with police operational procedures, detailing the access to CCTV footage.

The Shire will monitor the Police access as part of the standard reporting functions and request that statistics be shared with the Shire as part of the ongoing reporting processes. The Shire will maintain operation management at a level which can override police CCTV operation.

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, and 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 should 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 assist the Shire. This design base will allow documented design, commissioning, performance and monitoring of each camera and subsequently, the whole 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 within budgetary restraints.

5.15.2 Reporting

Reporting will occur in accordance with the requirements of the Shire 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 within the target area. Financial costs, personal harm (physical and psychological), legal consequences and damage to reputation 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, their consequences and the likelihood that those consequences may occur. The Shire Risk and Opportunity Policy and Framework should be considered in 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. Refer to the WA CCTV Guidelines for detailed information on fixed cameras.

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 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', which originated in the public domain.

Any misuse is to be treated as a breach of the Code and subject to disciplinary action.

Only Authorised Officer's will have access to camera operating controls.

All Authorised Officer's will be made aware that recordings are subject to routine audit and they may be required to justify their interest in a particular member of the public or premises.

5.15.5 Maintaining Camera Operations

At any time, CCTV Management should provide an overview of the CCTV Operation, 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's contact lists are updated and current.

5.16 CCTV Monitoring Guidelines

CCTV Operation Authorised Officer's will review incoming reports from WA Police for hotspots 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 thirty one (31) days unless they are required in relation to the investigation of crime or for court proceedings. Remnant recorded material will be purged following thirty one (31) days.

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

- In compliance with the needs of police in connection with the Investigation of crime; or
- If necessary for the purpose of legal proceedings.

Recorded material and photographs will not be sold or used for commercial purposes or the provision of entertainment. Such practice will be a breach of the Code of Conduct.

The showing of recorded material to the public will not be allowed and will only be provided to WA Police in connection with the investigation of crime or in any other circumstances justified and Authorised by law. Footage may be provided to the public but only with a valid Freedom of Information (FOI) request or court order.

When footage is requested by way of an FOI request, it is saved and stored by the Authorised Officer until the FOI process has been completed, and any applicable decision review deadlines have passed, or the Shire considers the footage is no longer required. If an FOI request for the provision of footage is received more than thirty one (31) days after an alleged incident, this cannot be provided as all footage expires after thirty one (31) days as per 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 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 Shire's Authorised Officer's and the WA Police will be conducted strictly in accordance with the Code of Conduct and Code of Practice.

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

Any change in existing arrangements for WA Police contact with and use of the 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 WA Police will be documented by the Shire and will be subject to review or audit.

6 CCTV STANDARD OPERATING PROCEDURES

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:

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

6.2 CCTV Management Spreadsheet

Shire Authorised Officer's shall record all requests for recorded material, all material copied, system faults and maintenance, and access to Designated Surveillance Areas.

The CCTV Management Spreadsheet shall be kept in a secure location and shall not be altered or have information removed at any time without the approval of the Authorised Officer's. The CCTV Management Spreadsheet will be reported to the Executive Management Team for review on a monthly basis.

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

6.3 Maintaining Compliance and Local Government Best Practice

6.3.1 Review

These procedures shall be reviewed on an ongoing basis and key performance indicators reported to the Executive Management Team. 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 CCTV Code of Conduct will be dealt with by the Shire's existing complaints handling procedure.

6.5 Authorised Officer's – Selection and Recruitment

All Authorised Officer's assigned to surveillance operations must be duly Authorised by the Shire to undertake defined roles.

All Shire Authorised Officer's shall have a police clearance certificate.

All Authorised Officer's shall sign the approved Code of Conduct at the start of their employment with the Shire.

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

Shire Authorised Officer's will be subject to disciplinary proceedings in the event of actions that do not comply with the conditions of the Code of Conduct. In appropriate circumstances, the Shire reserves the right to terminate employment.

Authorised Officer's will ensure all visitors are briefed regarding the requirements of the Code of Conduct.

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

6.6 Surveillance Duties and Tasking

6.6.1 Live Surveillance Duties

In extenuating circumstances, the Shire Authorised Officers will be permitted, upon request from the Chief Executive Officer to undertake Live Surveillance Duties. This may, from time to time be in relation to the investigation of Shire employees where an allegation constitutes a serious breach.

The following procedures are to be adhered to by monitor operators rostered for live surveillance duty:

- a) Monitor operators must act with the utmost probity and in accordance with the Code of Conduct.
- b) The tracking or zooming in on any member of the public or staff member shall not be done in a gratuitous or unreasonable manner. All operators should be made aware, as a matter of course, that their camera operation may be audited and that they may be called upon to satisfy their interest in a member of the public. Members of the public going about their lawful business shall not be the subject of undue, unethical or illegal surveillance.
- c) During general surveillance, operators shall 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.
- d) 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 is a reasonable cause 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:

- Personal details
- Date/time of shift
- At the completion of each live surveillance period, the operator is to record to completion date/time and a summary of incidents.

6.6.2 Dealing with and Responding to Incidents

The CCTV monitoring or control room should be equipped with suitable communication facilities 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 and Operation Spreadsheet.

The level of Police response to incidents occurring will be determined by the WA Police 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 Police.

Shire Authorised Officers are authorised to report relevant matters to the Police and 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 Police or other public or private services.

All incidents requiring attendance by the Police or other emergency services will be recorded by Authorised Officer's, as soon as practicable.

When an Officer identifies an offence or situation of concern to which a response is required, the operator must contact either the Police 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 officer must record the following in the CCTV Management Spreadsheet:

- a) Type of incident (according to defined offence categories), including description (e.g. number of persons involved);
- b) Date and time of incident; and
- c) Organisation making response (i.e. Police or Shire of Wyndham East Kimberley)

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

The Authorised Officer should 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:

- a) Operator adjustable settings can be made appropriately and predefined fields of view are displayed.
- b) The time and date settings are correct. Any inconsistencies should be documented and the equipment monitored to ensure that further drift of these settings does not occur.
- c) Recording equipment is operating correctly.
- d) There are adequate supplies of recording media, including spares in case of media failure.
- e) The media should either be new, reformatted or erased in an approved manner in accordance with the equipment manual.

- f) Any media protection settings will not prevent recordings being made.
- g) If the equipment is battery operated, there are sufficient fully charged batteries available and Uninterrupted Power Supply (UPS) systems are operating, where installed.
- h) 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.

6.6.3 Joint Operations with WA Police

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

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

Joint operation requests shall be made by the WA Police officer responsible for coordinating the operation or investigation.

The request shall 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.

Shire's Authorised Officer's may withdraw cooperation at any time during the operation in accordance with the Code of Conduct and Code of Practice.

6.6.4 WA Police Contacts and State CCTV Register

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

Approval for the Police use of the CCTV system in any manner will be subject to their agreement to comply with Management and Operation Manual and Code of Conduct.

The presence of a Police Officer in Designated Surveillance Areas for a pre-planned operation or ongoing incident is permitted, subject to authorisation being given by the Authorised Officer's. Police Officers may direct the operation of cameras in accordance with this Management and Operation Manual.

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

6.7 Camera Operation

6.7.1 Control and Operation of the Cameras

The Shire of Wyndham East Kimberley CCTV cameras will only be operated by Authorised Officer's and the Western Australian Police. All Authorised staff will act with the utmost probity.

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

Cameras will not be used to look into private property without cause. Operational procedures shall be adopted to ensure restraints upon the use of cameras in connection with private premises. Authorised Officers will be subject to supervisory procedures to ensure compliance with this aspect of the Code.

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 will be maintained as defined by the Authorised Officers of all monitored incidents. A list is provided in the CCTV Management Spreadsheet and can be adapted to suit the Shire of Wyndham East Kimberley's CCTV Operations.

Incidents will be recorded as part of the means of establishing effective evaluation and targeting of key objectives. Incidents should be reviewed and contrasted to guide:

- Monitoring criteria and schedules;
- Risk assessment; and
- Target offence reduction objectives.

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 Western Australian Police. 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 and other considerations such as input from CCTV operators, Shire stakeholders, community groups and innovative crime prevention initiatives carried out by the Shire of Wyndham East Kimberley.

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

6.8 CCTV System Expansion and Upgrades

6.8.1 Extension of the System

Where an agreement is reached to extend the CCTV System or coverage, the Shire of Wyndham East Kimberley agrees to take the following actions:

1. At the outset, the Executive Management Team will identify and agree on primary aims and associated issues that must be addressed to achieve those aims.
2. They will identify and plan for resource implications, including deciding the commitment levels of resourcing that will be provided by each stakeholder.
3. They will agree to the extent of involvement and respective responsibilities of each stakeholder.
4. They will establish protocols to govern the process for decision making both in establishing the system within the area and for the ongoing management of the system.
5. They will establish operational procedures for the management of the system and, as appropriate, implement protocols for monitoring and auditing of the System, as it affects those areas.
6. They will draft and sign an agreement outlining the responsibilities of the stakeholders, and in particular, acknowledging the requirement for all parties to

comply with the provisions of the Code of Conduct, including the enforcement of sanctions detailed within the Code.

Prior to any extension of the System being approved the following actions will be completed:

- The Executive Management Team will conduct a needs assessment and prioritisation of risk management objectives.
- Consultation shall be undertaken amongst stakeholders including Western Australian Police.
- Where cameras are to be installed, the Shire will consult with adjacent land owners.

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

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

6.10.1 Access to Designated Surveillance Operations Areas

Only Authorised Officers are permitted to access the CCTV system.

Visitors to the Section must be Authorised by the Shire of Wyndham East Kimberley Authorised Officer's and a record made of the purpose of the visit in the CCTV Activity Register.

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 presents to the court in support of their case. The image will be presented either as 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 un-authorized 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 files 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:

- a) Details of the case.
- b) 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.
- c) Identity of the capture operative, including third parties and image retrieval officers, where applicable.
- d) Details of exhibits and disclosure officer(s).
- e) Description of the images captured.
- f) Details of retrieval or seizure process and point of transfer, if applicable.
- g) Creation and definition of the Master copy and associated metadata.
- h) Storage of the Master copy.
- i) Any access to the Master copy.
- j) Viewing of the footage, including a record of any associated viewing logs.
- k) Details and reasons for any selective capture.
- l) Electronic history log of processing applications.
- m) Any copying required for ensuring longevity of the data.
- n) Cross References on the Master and Working Copies, if required.
- o) Disposal details and retention time periods.

6.11.1 Viewing of Recorded Material

WA Police officers may view recorded stored material relating to an incident or investigation. WA Police can with the authority of the Officer in Charge make a copy of the recorded material. WA Police will not share the copied material with a third party.

Requests made by any other party in relation to an incident must be made via an FOI request or subpoenaed. 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 Police, to view footage which forms part of an ongoing Police investigation must be made to WA Police and will be shown at the discretion of the officer in charge of the case.

6.11.2 Copying of Recorded Material

The Authorised Officer's may authorise the copy of original material where a recorded incident is the subject of Police investigation, prosecution or legal proceedings;

Copying of original recorded material is to be made only by Shire Authorised Officer's or WA Police.

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

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

In the case 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 an 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 shall not be released to any person or third party unless requested under a search warrant, court summons or by a recognised legal instrument; and

At no time shall original or copied recordings or still photographs be released to any media organisation, journalist or other individual or group without submitting a valid FOI request and also following the approval of such a release by the Shire's Chief Executive Officer.

6.11.4 Video Images

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

- a) An easily-read text file stating any requirements for special software or instructions for replay;
- b) All associated metadata (time and date should be bound to the relevant images); and
- c) 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 file or media by electronic password and/or controlling the viewing of images by electronic encryption.

6.11.6 Encryption

The image file is encrypted so that the file cannot be altered, which maintains 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 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 is 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 the prosecution file.

All use and movement of the Master will be logged in the audit trail. Similarly, any significant use, enhancement and distribution of Working Copies should be logged. The aim is to support the presentation of evidence through legal proceedings. All audit trails should be disposed of when the image files and any analogue copies are disposed of.

6.11.8 Define Master and Procedure Working Copy

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

- a) Labelled or named (with due care to the longevity of label and readability of medium);
- b) Stored in a form and manner, with software if required, so that the images may be viewed in the future;
- c) Kept in accordance with exhibit protocol; and
- d) Never used, except to make further copies together with appropriate audit trail, or by order of the court to verify integrity.

6.11.9 Produce 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 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 shall remain the sole property of the Shire.

Any incident recorded and selected for review shall be noted in the CCTV Management Spreadsheet including date, time and type of incident.

The date, time and category of incident shall be noted on the recorded medium and electronic file name.

All recorded material shall be kept in secured storage, including electronically, under the control of the Shire.

All original residual recordings shall be erased after thirty one (31) days after the date of the recording unless the footage has been reviewed or a request is made in writing for it to be held.

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

Authorised Officer's shall 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 System. Remote Locations have deficiencies in the redundancy and disaster recovery, which won't allow for recovery following some system failures. The implementation of redundancy and disaster recovery at the remote locations will be considered in the CCTV strategy.