

Tweed Shire Councils Standard Operating Procedures CCTV - Kingscliff and Murwillumbah CBD and Tweed Heads South

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Version 4.1

Division: Development Assessment and Compliance
Section: Compliance Section
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INTRODUCTION

1.1 The SOPs have been developed by Council with input from the Police as a requirement of the Policy.

1.2 The Police have entered into a MOU with Council and have endorsed the SOPs.

1.3 The CCTV SOP's do not include the use of Portable Optical Surveillance Devices due to the capability of those devices to be deployed covertly in response to incidents such as illegal dumping. Consequently additional consideration regarding their use and management is required and accordingly those devices are subject to separate guidelines.

1.4 For ease of reference, a glossary of terms as used in the SOPs is set out below:

TERM	DEFINITION
Application Form	The Application Form used by Police to access recorded images and attached to the SOPs as Appendix 1
CCTV	Closed Circuit Television
CCTV Project	The Council's CCTV system to be implemented in the Murwillumbah and Kingscliff CBD, Tweed Heads South Skate Park and Councils Swimming Pool entrance.
Confidentiality Agreement	The Confidentiality Agreement attached to the SOPs as Appendix 2
Council	Tweed Shire Council
Delegated Officer	A person appointed to monitor and retrieve footage
Image Recording Point	That area of the Murwillumbah Police Station where the Image Recording Equipment is located and which is under Council control
Monitoring Equipment	The monitor and PC that live footage may be viewed from
Monitoring Point	That area of the Murwillumbah Police Station where the Monitoring Equipment is located and which is under Police control
MOU	The Memorandum of Understanding entered into between Council and the Police in accordance with the Policy
Policy	The Policy is developed by Council
Police	NSW Police Force
Register of Authorised Person	Register maintained by the Police and

	attached to the SOPs as Appendix 3
Register of Access to CCTV Footage	Register maintained by the Council and attached to the SOPs as Appendix 4
SOPs	These Standard Operating Procedures

Equipment Usage

2.1 Monitoring Equipment

- 2.1.1 The Monitoring Equipment will be located at the Monitoring Point to enable Police to view the live images generated by the CCTV cameras.
- 2.1.2 The Monitoring Equipment must be positioned in a secure location.
- 2.1.3 The Police will not be able to control the operation of the cameras except for the selection of individual cameras for viewing purposes.
- 2.1.4 The Monitoring Equipment will only be used for the objectives detailed in Section 3 of the Policy.
- 2.1.5 The Monitoring Equipment must only be used by the Police or authorised Personnel whose details appear on the Register of Authorised Persons.
- 2.1.6 Each authorised person is taken to be aware of and agree to abide by the Policy, MOU and SOPs.
- 2.1.6 All authorised person details must be entered onto the Register of Authorised Persons.
- 2.1.7 Each authorised person will be issued with a username and secure password that must be used to log onto the screen.
- 2.1.8 The Register of Authorised Persons and the log-in details recorded by the Monitoring Equipment will be used to undertake audits and reviews as detailed in Section 6 of the Policy to ensure proper use is being made of the CCTV cameras.

2.2 Image Recording Equipment

- 2.2.1 The Image Recording Equipment will be located at an Image Recording Point.
- 2.2.2 The Image Recording Equipment will be operated by Authorised Personnel. The Police will not have access to the Image Recording Equipment.
- 2.2.3 Recorded Images may be transferred to a CD or digital storage device when the images are required for further investigation of an incident, for evidence in court or for other lawful reason.
- 2.2.4 The Police will be required to apply to Council for any recorded images using the application form attached to these SOPs as included in Appendix 1.

3. Access to Recorded Material

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

3.2 When images are transferred to an external party then an entry into the Register of Access is to be made by Council.

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4. Confidentiality

4.1 Any Council staff or contractors involved in any of the processes described in these SOPs will be required to sign a confidentiality document stating that they will not disclose to anybody, or any organisation, unless otherwise lawfully directed to do so, any information about any image which they observed generated by the CCTV cameras. A sample of the confidentiality agreement is attached as included in Appendix 2.

5 Service Agreement

5.1 The public systems (Murwillumbah and Kingscliff CBD and Tweed Heads South) there is no SLA or maintenance currently in place, any work including cleaning is ad-hoc and arranged by Councils Economic and Corporate Planner as and when required.

5.2 Councils IT Helpdesk will provide a basic **daily** monitoring service for the following:

1. Murwillumbah Town – Login to server and run Milestone software to ensure each camera is viewing correctly.
2. Kingscliff & Tweed Heads South – Connect to file shares and ensure date/time on files for each camera are very recent.

Some problems (such as night mode not working) wouldn't automatically be picked up.

APPENDIX 1

REQUEST FOR A COPY OF RECORDED MATERIAL FROM TWEED SHIRE COUNCIL CCTV CAMERAS

I, _____ (print name), _____ (rank),
_____ (Police ID#)

of NSW Police, _____ (Location/Unit)

Request a copy of images recorded by Tweed Shire Council's CCTV cameras located in Murwillumbah CBD / Kingscliff CBD. Tweed Heads South. The images I request relate to the following:

Time and Date: _____

Location: _____

Incident/COPS No: _____

I require a copy of the images for the purpose of:

I acknowledge that I will not make a copy of these images or disclose the images to any other persons unless lawfully required to do so.

Signed by recipient..... Date

Witnessed by Local Area Commander.....

(signature)

APPENDIX 2

CONFIDENTIALITY AGREEMENT – OPERATION OF CCTV CAMERAS

I an employee of

(Full Name Printed)

.....:

(Print Name of Employer/Organisation)

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

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

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

.....
(Signed) (Date)

.....
(Witness) (Date)

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APPENDIX 3

CONFIDENTIAL

REGISTER OF AUTHORISED PERSONS - POLICE

NAME OF AUTHORISED PERSON	RANK OF AUTHORISED PERSON	DATE AUTHORISED	USERNAME	AUTHORISED BY (NAME/RANK)	DATE AUTHORISATION REMOVED

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APPENDIX 4

REGISTER OF ACCESS TO CCTV FOOTAGE

TYPE OF APPLICATION (POLICE, S 12, GIPAA)	DATE & SCOPE OF APPLICATION & DETAILS OF PERSON/	PERIOD, DATE & TIME OF RECORDED IMAGES REQUESTED	DATE AND TIME CREATED	OFFICER WHO ACCESSED CCTV FOOTAGE	DATE FOOTAGE PROVIDED TO APPLICANT	REFERENCE