

Policy

Flood Monitoring Cameras

Version 1.1

Adopted by Council at its meeting on 24 October 2024

Division:
Section:
File Reference:
Historical Reference:

Corporate Services
Corporate Governance
Council Policies/Protocols/Procedures
See Version Control

Tweed Shire Council is committed to using plain language so that our documents and publications are easy to understand.

The purpose of this document is to provide clear information about flood monitoring cameras in the Tweed. The main readers of the document are Tweed residents and business owners.

Flood Monitoring Cameras Policy

1. Policy objective

This Policy provides a framework for the management and operation of our flood monitoring cameras in a range of public places within the Tweed Shire Council area.

The main objectives of the flood camera operation aim to:

1. Inform the community to the extent of flood risk
2. Complement flood warning procedures and local flood plans for the protection/ and or evacuation of flood prone areas, the relief of evacuees and the recovery of flooded areas
3. Inform emergency response measures to protect essential infrastructure and services during a flood, and to ensure rapid restoration of services following flood events.

1.1 Policy background

Flood monitoring cameras publish still images to a Council webpage which are updated every 15 minutes. The cameras are located in various key locations in the Shire to show the current level of flood waters. These images help gather intelligence for the NSW State Emergency Service (SES), Council operations and other emergency service organisations during flood events.

The cameras are also a useful tool for people to check current flood levels and impact, allowing the community to better prepare and plan their response to flooding.

The cameras were funded under various Government Grants.

2. Policy

2.1 Flood camera information

Council's flood monitoring cameras can be located at the following locations:

- Corner of Bilambil and Hogans roads, Bilambil
- Boatharbour Bridge on Numinbah Road, Nobbys Creek
- Byangum Bridge on Kyogle Road, Byangum
- Piggabeen Road at the culvert just west of Banksia Waters village, Tweed Heads West
- Murwillumbah Bridge on Wollumbin Street, Murwillumbah
- Tweed Valley Way (Oaks Avenue) north of the Cudgen Road intersection, Chinderah
- Crabbes Creek Road, Crabbes Creek
- Wooyung Road, Wooyung
- Clothiers Creek Road, Tanglewood
- Fingal Road, Fingal
- Terranora Road, North Tumbulgum
- Kennedy Drive, Tweed Heads West
- Pottsville Road, Mooball

Should any further camera locations be added to the flood monitoring camera network, those cameras shall also be covered under this policy.

These locations were selected in consultation with NSW SES and other authorities to improve flood event operational intelligence.

The still images may be published on Council's website. When published, each image will be visible for a limited time, being approximately 4 hours. Cameras operate 24 hours a day. Some cameras may not work as well during low light conditions and severe weather.

Flood monitoring cameras will be maintained generally in accordance with Council's asset management plans.

2.2 Access to images

A request for copies of past images can be made in accordance with our Access to Information Guidelines and Privacy Management Plan.

All requests for access to data held by Council must be made by way of application in accordance with the requirements set out in the *Government Information (Public Access) Act 2009*. An application for access to information will be appropriately assessed in accordance with our policies and relevant laws.

Cameras will not be used to purposely monitor private property that may be captured within a camera's view. Notwithstanding this, any data or information collected from the flood cameras will be retained for six (6) months and may be provided to a law enforcement agency for a lawful and permitted purpose.

Council may provide informal access to the NSW Police Force allowing them to livestream flood monitoring cameras at any time, however any request to obtain data recorded by cameras must be made in accordance with Council's access to information process. Access to data captured by the flood cameras is only permissible for a lawful purpose by an authorised Council officer or a law enforcement agency.

3. Related legislation

Privacy and Personal Information Protection Act 1998

Government Information (Public Access) Act 2009

NSW Local Government Act 1993

Workplace and Surveillance Act 2005

State Records Act 1998

4. Useful links

[Tweed Shire Council website](#)

5. Version control

| Version # | Summary of changes made | Date changes made |
|-----------|---|-------------------|
| 1.0 | Adopted by Council | 15/12/2022 |
| 1.1 | Added new camera locations and removed reference to time limit of display of images | 24/10/2024 |
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