

WOLLONGONG CITY COUNCIL STANDARD OPERATING PROCEDURES FOR THE OPERATION OF CCTV



Table of Contents

WOLLONGONG CITY COUNCIL	1
1. The purpose of this document	3
2. Statement of standard operating procedures	Error! Bookmark not defined.
3. Procedure Review	3
4. Key responsibilities	3
5. General Requirements	3
6. Induction and training	4
7. CCTV monitors	4
8. CCTV cameras	4
9. Security and access to the system	5
10. Data and recorded information handling	5
11. Release or viewing of CCTV footage in any format	6
12. Observation and incident protocol	7
13. Urgent access to CCTV footage for viewing – NSW Police	7
14. Equipment checks / faulty equipment	8
15. Process for Removal / Installation / Relocation of CCTV Cameras	8
Appendix A – Wollongong City Council CCTV Locations	10
Appendix B – Access Request forms for CCTV Footage	11
Appendix C – CCTV Standard Operating Procedures Induction Record	12
Appendix D – CCTV Footage Access Log	13
Appendix E – City Centre Control Room additional procedures	14
Appendix F – Evaluating the WCC CCTV Network	16

1. THE PURPOSE OF THIS DOCUMENT

- 1.1 The purpose of this document is to detail the standard operating procedures for the management and control of CCTV systems and associated recorded data operated by Wollongong City Council ("Council") across all facilities and locations where fixed CCTV is installed.
- 1.2 CCTV has been installed to help secure a safer environment and protect people and property from crime by deterring potential offenders, assist Police in determining the appropriate allocation of resources in situations where the commission of a crime is imminent or in progress, and to assist in the detection and prosecution of offenders.
- 1.3 The "Standard Operating Procedures" contained in this Document are designed to give effect to the provisions adopted by Council in the "CCTV Policy and Code of Practice". These Procedures remain the property of council and are publicly available.
- 2.1 These SOPs identify the day-to-day procedures for the operation of CCTV cameras at the list of locations and facilities detailed in the CCTV Register.
- 2.2 Access to the CCTV system to view and retrieve CCTV footage on approved request is strictly limited to Authorised Officers only.
- 2.3 Nominated contractors who require access to the CCTV will require approval from the Operational Security Manager and must comply with any conditions of that approval. Access will only be provided for the duration of the tasks required.
- 2.4 Adherence to the CCTV Policy relies on all staff having a complete understanding of the SOPs and CCTV Policies and Code of practice, and fully complying with them.
- 2.5 Instructions supplementing or modifying these SOPs may be issued from time to time, but only where they are consistent with the CCTV Policy and Code of Practice, and they must be reflected in reissued SOPs to have effect.

3. PROCEDURE REVIEW

- 3.1 This Procedure will be reviewed every two years. Changes to the Procedure that are consistent with the parent policy can be approved by the Manager Governance and Customer Service, and the Operational Security Manager.

4. KEY RESPONSIBILITIES

- 4.1 Management of the CCTV system is undertaken by the Operational Security Manager on behalf of the Controllers of Premises. Management of the CCTV system includes the continual operation of and maintenance on the CCTV system including secure data storage and access.
- 4.2 Authorised Officers will be approved by the Manager Governance and Customer Service and access to review CCTV footage facilitated by the Operational Security Manager once approval has been given.

5. GENERAL REQUIREMENTS

All authorised Council officers and other persons contracted to work in relation to Council's CCTV system must:

- 5.1 Ensure that the system is not used in any way which could damage or adversely impact on the lawfulness, integrity, and reputation of Council;
- 5.2 Maintain the highest moral, professional, and ethical standards in the application and performance of their duties;
- 5.3 Safeguard all information and knowledge which is confidential and exercise due care and responsibility to prevent its unauthorised disclosure and/or improper use;
- 5.4 Ensure as much a practically possible CCTV images are not in clear view to members of the public.

6. INDUCTION AND TRAINING

- 6.1 All council staff engaged at facilities or locations where CCTV is in use are to review the CCTV Policy and Code of Practice along with this SOP. This is compulsory for all staff who are engaged where CCTV is in use.
- 6.2 At initial employment or engagement, any Council staff member identified as interacting directly with CCTV equipment is also required to complete training on system and equipment use.
- 6.3 Site specific training on the use and functionality of CCTV is also to be completed prior to operating any CCTV equipment. If a staff member is relocated to another location with a different CCTV system, training on equipment use will need to be completed again.
- 6.4 At the conclusion of the induction and training, Council staff shall sign a statement to the effect that they have read and understood the CCTV Policy and Code of Practice, and this SOP, and agree to be bound by them. Staff training records will be kept as per Appendix C at the end of this SOP and copy also forwarded to the Operational Security Manager to be appropriately recorded.
- 6.5 WCC staff or any other persons contracted to work on the CCTV system are required to abide by WCC CCTV Policy and Code of Practice and may be liable to disciplinary proceedings if found to be in breach.

7. CCTV MONITORS

- 7.1 Council CCTV cameras observe the locations as identified in the CCTV Register. Monitors relating to each location are contained within that Council facility, within the city centre control room, and within the Administration Building.
- 7.2 In some locations, the relevant monitor is located within an area of pedestrian traffic, including traffic comprising members of the public. Where possible, monitors in those locations are to be affixed or rotated such that overlooking by staff other than staff with CCTV responsibility, or members of the public, is minimised or, where practicable, removed altogether. Consideration should be given to affixing privacy monitor filters in circumstances where it is difficult to prevent unauthorised viewing of the monitor. This requirement will be reviewed where consideration is to be given to the need for staff to view monitors prior to leaving a facility for personal safety reasons.

8. CCTV CAMERAS

- 8.1 Council CCTV cameras observe the locations identified in the CCTV Register as published on the Council web site.
- 8.2 All requests from the public to access footage are to follow the GIPA application process as per clause 11.3. The request to search for footage is expected to be reasonable in nature and narrowed down to a time frame that would reasonably be able to identify the requested footage in accordance with s41(1)(e) of the GIPA Act. In general, this would entail the actual date of the incident and a narrow window of time (no more than two hours) for review if required.
- 8.3 Signage advising that CCTV cameras are operating is to be conspicuously displayed at key points. These signs will clearly inform the public that cameras are in operation in the vicinity, that footage is recorded 24 hours a day 7 days a week, the purpose of CCTV camera program, and also provide a contact number for inquiries.

9. SECURITY AND ACCESS TO THE SYSTEM

- 9.1 Processes are to be in place to restrict access to the hardware, software, and equipment to ensure security of the system and CCTV recordings. No unauthorised persons are permitted to access the CCTV system.
- 9.2 System access is to be controlled by security passwords which are known only to authorised staff and contractors.
- 9.3 Under no circumstances are visitors or unauthorised persons permitted to operate any equipment relating to CCTV, including the monitors. Relief contractor staff must have read and signed this SOP with the CCTV Policy and Code of Practice before viewing and operating any council CCTV equipment.
- 9.4 Access levels are to be managed and controlled by the system administrator as approved by the Operational Security Manager.
- 9.5 Only Council staff/contractors designated as having responsibility for CCTV and other authorised persons with the responsibility for repairing or maintaining CCTV related equipment are permitted to have access to any operating controls of the CCTV equipment.
- 9.6 Council's Right to Information Officers will have access to the CCTV system for the purposes of review of information, retrieval of information, and production of copies of information.
- 9.7 Council's Operational Security Manager will have full access to the CCTV system for the purposes of review of system management and information, retrieval of information, and production of copies of information when a request is received from the Police.
- 9.8 Security/CCTV specialist Contractors will have access to perform maintenance/repairs/system upgrades as approved by the Operational Security Manager or nominated relief.
- 9.9 City Centre Control Room and access to the Operations Control Centre is strictly limited to Authorised Officers. An otherwise unauthorised person may be granted approval from the Operational Security Manager or Manager Governance and Customer Service to be present in the Operations Control Centre to participate in a pre-planned operation, respond to a threat or incident, undertake training activities, security scoping works or auditing functions.

10. DATA AND RECORDED INFORMATION HANDLING

- 10.1 All vision captured by cameras is recorded. The recordings are maintained either at Council's Main Administration Building, stored on premises, and / or stored securely in the cloud.
- 10.2 Consistent with the CCTV Policy, recordings are generally maintained for 21 days only, and thereafter deleted.

11. RELEASE OR VIEWING OF CCTV FOOTAGE IN ANY FORMAT

- 11.1 Release or viewing of CCTV footage is only to occur in line with the defined approval process.
- 11.2 Staff and contractors must not divulge any information about any aspect of the CCTV system to media representatives or public enquiry.
- 11.3 Any media or public inquiries must be made to Wollongong City Council pursuant to Part 4 of the Government Information (Public Access) Act 2009 (GIPA Act). Applicants are to be directed to the Access to Information page on the council website to make the necessary application. Controllers of Premises may provide a GIPA application form to a member of the public (Appendix B) which the applicant can submit to Council. Controllers of Premises are only to release images / footage when approval has been received from a Council Right to Information Officer.
- 11.4 NSW Police requests for footage are to be via the Informal Access Application for Release of CCTV Footage to NSW Police (Appendix B) in accordance with the purposes identified under the CCTV policy intent and are to be approved by an authorised officer only.
- 11.5 If a request to view or release footage involves the surveillance of council staff, approval and access must be coordinated via Human Resources and in accordance with Council's Workplace Surveillance Policy.
- 11.6 Any request from an Authorised Council Officer to view or release footage will require support from the Divisional Manager. These requests include internal review of CCTV footage to investigate the following workplace incidents;
 - workplace injury or incident
 - workplace bullying or harassment
 - property damage
 - altercation
 - allegations of theft

Approval via email is acceptable and must be forwarded to the Operational Security Manager to facilitate viewing / release.

- 11.7 A register is to be maintained containing details of all released CCTV footage and the data that has been provided including:
 - unique identifier
 - details of the requesting person
 - reason for the footage being released
 - description of footage
 - details of the approval and release, and
 - date of destruction.
- 11.8 Ownership and copyright of all recorded material rests with Wollongong City Council. CCTV footage may not be published, sold, or used for commercial purposes.

12. OBSERVATION AND INCIDENT PROTOCOL

12.1 On identifying the occurrence of an incident, staff are to:

- where possible, bring the image on to the main monitor
- contact the Police where a serious criminal offence is observed (or other emergency personnel where the incident is a fire or serious health matter or serious motor vehicle accident), and
- continue to monitor the incident.

12.2 In the space adjacent to the CCTV monitor, an Incident Notebook is to be maintained. The Incident Notebook is to be a notebook with sequentially numbered pages that is to provide appropriate space to record:

- the type of incident
- the location of the incident
- the date and time of the incident (start and finish)
- the electronic identifier for the incident on the recorded vision
- whether Police or other emergency service providers were contacted
- the name of the staff member entering the information

12.3 Where an incident is reported to staff after it is said to have occurred, authorised staff are to, as soon as practicable, conduct a search on the system with a view to locating the incident. Where the incident can be located, it is to be entered into the Incident Notebook in the terms identified at paragraph 12.2 above.

12.4 Where Police are notified by staff of an incident, staff may choose to stay in telephone contact with Police during the time relating to the incident.

13. URGENT ACCESS TO CCTV FOOTAGE FOR VIEWING – NSW POLICE

13.1 In the event a council run facility is approached by NSW Police with an urgent request to view footage due to an active incident or event occurring in, around, or nearby the facility, council officers may provide access to viewing only under the following conditions;

- Verbal approval is to be obtained either from the Operational Security Manager, Manager Governance and Customer Service or their nominated delegate.
- Where the Operational Security Manager, Manager Governance and Customer Service or their nominated delegate is not able to be contacted, the most senior person onsite may approve for viewing only. Notification of this approval is to be sent to the Operational Security Manager.
- If approval is sort outside of weekdays 0800 – 1700, approval can be granted by the most senior person on site.
- The following information to be recorded in the CCTV Access Register;
 - date of request
 - details of the requesting officer(s)
 - reason for the request
 - description of footage viewed
 - details of the approver

13.2 Under no circumstances can CCTV footage to be released to NSW Police without completion and approval of the form “Informal Access Application for Release of CCTV Footage to NSW Police” – see appendix B.

14. EQUIPMENT CHECKS / FAULTY EQUIPMENT

- 14.1 At the commencement of each shift, staff with responsibility for CCTV cameras are ensure the following checks are completed:
- (a) CCTV monitors are turned on and working
 - (b) Cameras are online, and the vision is clear
- 14.2 Where the staff member identifies a faulty camera or a problem with the system, they are to report this as soon as practically possible to the Controllers of Premises. A fault is to be logged in Assyst in the "Security Operations" service department under "Report a CCTV Issue" which will be assessed and managed by the Operational Security Manager.
- 14.3 CCTV Maintenance contractors will be engaged only with the approval of the Controllers of Premises and the Operational Security Manager and are not to be contacted directly by council employed or contracted staff without prior approval.
- 14.4 All CCTV equipment is serviced and maintained as per the contract maintenance schedule which is monitored by the Operational Security Manager.

15. PROCESS FOR REMOVAL / INSTALLATION / RELOCATION OF CCTV CAMERAS

Requests for CCTV camera additions, relocations or removals are to follow the following process;

- (a) The request for approval to proceed is to be instigated by the Controller of Premises or Divisonal Manager and escalated to the Operational Security Manager
- (b) The reason for the addition, change or removal will be reviewed by the Operational Security Manager.
- (c) A safety and Security risk assessment will be completed to understand the reasons and impact of the change, and to determine if CCTV is the most appropriate mitigation strategy.
- (d) If determined the appropriate solution, the request including the risk assessment will be presented by the Operational Security Manager to the Community Safety Interagency Group for review, consultation, consideration, and support.
- (e) The outcome of the Community Safety Interagency Group review will be communicated by the Operational Security Manager to the Controller of premises.
- (f) All Installation costs and ongoing maintenance costs will be covered by the facility / department requesting the change.

APPROVAL AND REVIEW

Responsible Division

IMT

Date adopted	20 th March 2025
Date of previous adoptions	3 rd April 2023
Date of next review	20 th March 2027
Responsible Manager	Operational Security Manager
Parent Policy	CCTV Policy and Code of Practice

Appendix A – Wollongong City Council CCTV Locations

Bathers Pavilion Nth Wollongong	North Wollongong and Puckey's Beach
Bald Hill	Southern Works Depot
Beaton Park Leisure Centre	Thirroul Library and Community Centre
Berkeley Pool	Tramway (Blue Mile)
Botanic Garden Nursery	Unanderra Library
Bulli Beach Tourist Park	Warrawong Library
Central Store	Whytes Gully Waste Depot
Central Works Depot	Windang Beach Tourist Park
Continental Pool	Wollongong Art Gallery
Corrimal Beach Tourist Park	Wollongong City Centre, Mall and Adjacent streets
Corrimal Community Centre and Library	Wollongong Library
Council Admin Building and Carpark	Wollongong Memorial Gardens
Dapto Library	Wollongong Town Hall
Dapto Ribbonwood Centre / Dapto Square	Wollongong Youth Centre
Geotechnical Services Soils Lab	
Helensburgh Library	
Helensburgh Pool	
Helensburgh Waste Depot	
Ihub Crown St	
Integral Building 81-83 Burelli St	
IPAC	
Kanahooka Point	
Lakeside Leisure Centre	
Marine Drive	
Memorial Park Corrimal	
Mt Keira Summit	
North Depot	

Appendix B – Access Request forms for CCTV Footage

For NSW Police

FORM ACCESS TO INFORMATION UNDER THE
GOVERNMENT INFORMATION PUBLIC ACCESS ACT 2009
Informal Access Application for Release of CCTV Footage to NSW Police



About this form

This form is to be used by NSW Police to apply to Wollongong City Council for access to CCTV footage. All applications are to be assessed in accordance with the *Government Information (Public Access) Act 2009* (GIPA Act). In accordance with the Memorandum of Understanding entered into between Council and NSW Police, applications will be treated as informal access applications under the GIPA Act.

1. EVENT / INCIDENT DETAILS			
Location of Incident		COPS Event Number	
Details of Alleged Incident		Date of Incident	
Details of Footage Required			
CCTV Camera Location (if known)			

2. APPLICATION DETAILS			
Declaration I declare that the CCTV footage (DVD/photos) are required for official purposes. I acknowledge that I am responsible for ensuring that the CCTV footage (DVD/photos) is/are only used for official purposes and are to remain in the in the Exhibit Room (or otherwise properly secured) when not in use.			
Requesting Officers Name		Officer Number	
Requesting Officers Signature		Station / Branch	
Email Address		Telephone	
NSW Police Authorising Officers Name		Rank	
NSW Police Authorising Officers Signature		Date:	

• Address: Wollongong City Council, 41 Burell Street, Wollongong NSW 2500 • Postal: Locked Bag 9621 Wollongong DC NSW 2500
 • Phone: (02) 4227 7111 • Fax: (02) 4227 7277 • Email: civ_requests@wollongong.nsw.gov.au • Web: www.wollongong.nsw.gov.au
 - 1 - August 2022 - Document Set ID 1169887

FORM ACCESS TO INFORMATION UNDER THE
GOVERNMENT INFORMATION PUBLIC ACCESS ACT 2009
Informal Access Application for Release of CCTV Footage to NSW Police



The CCTV Management Policy requires the Public Officer or a Director or staff member with appropriate delegated authority to provide approval for access to CCTV Footage by NSW Police

3. APPROVAL			
APPROVED <input type="checkbox"/>		NOT APPROVED <input type="checkbox"/>	
The CCTV Management Policy requires the Public Officer or a Council Officer with appropriate delegated authority to provide approval for access to CCTV Footage by NSW Police			
Public Officer / Officer Name		Position	
Public Officer / Officer Signature		Date:	


4. RELEASE OF APPROVED FOOTAGE			
The details of the Council Officer releasing the CCTV footage is to be recorded along with the form of release. Release can be in the form of electronic transfer of footage by email or file share, or provision of footage on a storage device such as Flash Drive, or CD-ROM			
Council Officer Releasing Footage		Position	
Mode of Release	Provide details here of how footage is released, i.e. by email, file share, Flash Drive etc	Date Provided	
Name of NSW Police Officer collecting footage		Signature	

WCC Admin: Please file completed forms in ECM File Location: "Informal Access Application for Release of CCTV Footage to NSW Police"

• Address: Wollongong City Council, 41 Burell Street, Wollongong NSW 2500 • Postal: Locked Bag 9621 Wollongong DC NSW 2500
 • Phone: (02) 4227 7111 • Fax: (02) 4227 7277 • Email: civ_requests@wollongong.nsw.gov.au • Web: www.wollongong.nsw.gov.au
 - 2 - August 2022 - Document Set ID 1169887

For members of the Public

FORM ACCESS TO INFORMATION HELD BY COUNCIL
GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009
Formal Access Application



Link to Formal Access Application Form

[Government-Information-Public-Access-Act-2009-Formal-Access-Application.pdf \(nsw.gov.au\)](#)

Appendix C – CCTV Standard Operating Procedures Induction Record

I have read and understand the procedures relating to the operation of CCTV and will agree to be bound by them.

Staff Member Name	Position	Date	Signature	Authorised By

Appendix D – CCTV Footage Access Log

CCTV Footage Access Log

Page Number: _____

Date	Accessed By	Date of Incident	Time of Incident	Type of Incident	Camera Viewed & Incident Location	CCTV recording information (electronic identifier)	Observations	Action Taken	Incident Report Completed?

Appendix E – City Centre Control Room additional procedures

The Control Room

1. Entry Procedures

- 1.1 External doors to the Control Room are to always remain locked.
- 1.2 Control Room security staff are to log their entry time and date at the start and end of each shift. The entry is to be made in the Security Sign-in Register as required per Security Licencing and Enforcement Directorate (SLED) Factsheet 1.
- 1.3 Access to the City Centre CCTV control room, which contains monitors for the Wollongong City Centre and Mall and Main Administration Building will be restricted to qualified operating staff and authorised Council officers. Police Officers will be required to record their entry into the Control Room via the Visitors' Logbook.
- 1.4 No other person or persons are authorised to enter the Control Room without first completing the Application to Visit Control Room Form and obtaining authorisation from designated Council staff. Such authorisation is to be in writing and must be tendered by the person seeking entry to the Control Room to a staff member in the Control Room at the time of entry.
- 1.5 The person authorised to enter must then enter their name, date, and time of arrival into a Visitors' Logbook. The Visitors' Logbook must be kept at a prominent location in the front room of the Control Room. The Visitor's Logbook must have sequentially numbered pages and be always made available for Council inspection, evaluation, or audit purposes.
- 1.6 The arrival details are to be initialled in the Visitor's Logbook by a Control Room staff member on duty at the time of entry.
- 1.7 No Control Room staff member is to loan his or her access pass to any other person at any time.

2. Leaving the Control Room

Control Room staff should not leave the Control Room unattended except during meal breaks, other necessary breaks, or emergency situations.

3. In the Control Room

Food and beverages are not to be consumed within the direct vicinity of the monitoring equipment.

4. CCTV

In addition to section 14 on CCTV equipment checks and faulty equipment, Control Room security staff at the commencement of each shift are to:

- (a) log on to the camera management system with their individual unique user ID
- (c) receive a briefing on any incidents that require action during the term of their shift.

Attendance at Court

If Control Room staff are served with a subpoena to produce documents or attend Court, they are required to inform Council's delegate/s, and at the same time, provide a copy of the relevant subpoena.

Any Court appearance by Control Room staff is required to be file noted, and a copy of that file note provided to Council's delegate/s. The file note is to include, at a minimum, the date of appearance, the time, duration, and the nature of the matter and staff involvement.

5. *Retention of Footage*

Where Control Room staff have electronically tagged and or saved footage for an incident, or a matter pertaining to:

- a) The investigation of a crime
- b) Court proceedings notified to Council; or
- c) Ongoing Police intelligence and investigations,

such that a recording has been made that has a life longer than up to 21 days, Control Room staff are to, within 3 months from the date the recording was made, review the making of the recording, and circumstances surrounding that recording, and determine whether the recording remains relevant, having regard to the objective of the CCTV Policy, and Principle 6 of that Policy.

Appendix F – Evaluating the WCC CCTV Network

Frequency

Evaluation of the CCTV Network will be completed once every three years

What is being evaluated

Wollongong City Council's CCTV Network will be evaluated to assess:

- The objectives are being achieved (including an assessment of its impact upon crime and community safety, for those systems implemented for crime prevention or community safety purposes)
- That CCTV is being used in accordance with its established objectives, and not for any other purpose
- Views on the WCC CCTV network according to business operators and members of the community
- If CCTV is providing an overall benefit (after consideration of the costs involved in operating the system); and,
- If changes are required to the location or extent of cameras, or the technology utilised.

CCTV Components for Review

There are seven components to be reviewed within the CCTV Evaluation Framework, these are;

1. Public Awareness of the CCTV Network
2. Whether CCTV is installed in active crime areas
3. Adequate coverage by the CCTV cameras
4. Quality and security of stored data
5. CCTV Footage requests from NSW Police being responded to within 72 hours
6. Community perception of safety in areas covered by CCTV
7. Whether CCTV is meeting its purpose for installation

Responsibility for the Review

A CCTV Evaluation group is to be formed to drive this process. This group will consist of the following members;

- Operational Security Manager
- Representative from the Community Safety Interagency
- Representative from WHS
- Representative from Buildings and Facilities
- Controller of premises as required

The Operational Security Manager (or authorised delegate) will complete a review of the CCTV physical assets reviewing quality, data security, effectiveness of coverage and public awareness of the network (signs and CCTV Register). The Operational Security Manager (or authorised delegate) will also review NSW Police CCTV Footage requests to ensure they are being responded to within 72 hours.

The Community Safety Interagency Group through existing community surveys will gauge the communities perception of safety by including specific reference to the CCTV network.

The CCTV Evaluation Framework detailing the Evaluation questions, Key Performance Indicators, Data Collection Method and Threshold for pass / fail can be found in ECM - DocSet ID – [23873787](#)

Recommendations and Reporting

Post evaluation, a report with findings and recommendations will be compiled by the Operational Security and the CCTV Evaluation Group then presented to the Community Safety Interagency Group for review, consideration, and support. Once endorsed, the Community Interagency Group will forward this report to the Executive Management Committee (EMC) for a final decision on any recommendations.