



Version Control and Objective ID	Version No: 1	Objective ID: A5666586
Adopted at Council Ordinary Meeting on	17 September 2019	
Date of Review	17 September 2023	

1. Statement

The Safe City Program camera network shall be used as a means to protect the community in public spaces and strive to make Ipswich a safe place to live, work and play. The operation of and the recorded information from the Safe City network can be further utilised in the detection and prevention of crime and can assist in the functions of local government.

2. Purpose and Principles

This policy defines council's position in relation to the Safe City Program and decisions associated with installation and operation of cameras and other devices on the Safe City public safety surveillance camera network.

This policy is based on the following seven key principals:

Principal 1 – Purpose, Privacy and the Public Interest

The Safe City Program will be operated with due regard to the privacy and civil liberties of individual members of the public.

The public interest in the operation of the Safe City Program will be recognised by ensuring the security and integrity of operational procedures.

The CCTV system and/or related infrastructure, may also utilise intelligent surveillance and/or analysis software for detection of the following, but not limited to, intrusion detection, detection and/or tracking of objects, scenes, persons or vehicle traffic counting, crowd and traffic management, detection of unusual or suspicious behaviour, vehicle and registration plate recognition and other data collection matters as determined by council.

Principal 2 – Ownership of the Program, Responsibilities and Accountability

Council is responsible for compliance with the objectives of the Safe City Program and the protection of the interests of the public in relation to the Program.

Council is accountable for the effective operation and management of the Safe City Program.

Principal 3 – Police involvement in the Program

As a partner to Council's Safe City Program, the Queensland Police Service will act in accordance with the Code of Practice and the Memorandum of Agreement (MOA) between council and police.

Principal 4 – Public information and community consultation

The public will be provided with clear and easily accessible information in relation to the operation of the Safe City Program.

Principal 5 – Management of the Safe City control room

Staff and contractors employed to work in the CCTV control room, whether they be operators or managers, will meet and apply the highest standards of probity.

Access to the CCTV control room will be restricted to qualified operating staff and authorised council officers and the control room will be protected from unauthorised access.

Principal 6 – Control and operation of cameras

Ipswich City Council ensures that the CCTV System will be operated in accordance with applicable laws and given due regard to privacy and fairness. All Security Officers, Operators and Council Officers associated with the operations of the Safe City Monitoring Facility must have regard for this policy, code of practice and the *Information Privacy Act 2009*. Only authorised personnel with responsibility for using the equipment will have access to operating controls and recording facilities.

Principal 7 – Retention of and access to recorded material

The retention of, and access to, recorded material will be only for the purposes provided by the Code of Practice and will be kept no longer than is necessary for the purposes of the Safe City Program. Recorded material no longer required will be disposed of using approved disposal methods.

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme:

- Safe, Inclusive and Creative

4. Regulatory Authority

- *Public Records Act 2002*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- Australian Standard AS 4806.1-2006 Closed circuit television (CCTV) – Management and Operation
- Australia Standard AS 4806.2-2006 Closed circuit television (CCTV) – Application Guidelines
- Queensland State Archives Records Governance Policy 2019

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

6. Scope

This policy applies to Safe City public safety surveillance cameras and other devices. It does not apply to corporate security cameras which are not proactively monitored through the Safe City Program or offence detection cameras.

The decision to install or relocate Safe City public safety surveillance cameras and other devices for the primary purpose of community safety must be supported by all or part of the following in consultation with the Community Safety and Innovation manager who may approve minor works and improvements to the CCTV system and related infrastructure:

- Crime statistics in relation to criminal activity or public safety issues that impact on community safety in a public space, verified and supported by Ipswich City Council and the Queensland Police Service (QPS), where possible;
- Community demographics and impacts in the area;
- Activities or behaviours that impacts on the safety and/or perceived threat of crime in a public space;
- Crime Prevention Through Environmental Design (CPTED) audit, other risk analysis documents and financial costs;
- Business, community and service agency involvement and response; and
- Critical priorities as determined by Council from time to time

7. Roles and Responsibilities

Community Safety and Innovation Manager is responsible for:

- Understanding their responsibilities under the *Information Privacy Act 2009* and with respect to the Privacy Principals which ensures they operate with efficiency, impartiality and integrity
- Ensuring the installation and maintenance of equipment is sufficient
- Undertaking an annual review of the use of all Safe City CCTV cameras
- Organising the training and authorising of CCTV Operators
- Responsible for the establishment and oversight of Safe City CCTV Visitors Log
- Responsible for the on-going maintenance and accuracy of the Safe City CCTV camera inventory and related service provider agreements

Safe City High Level Users are responsible for:

- Understanding their responsibilities under the *Information Privacy Act 2009* and with respect to the Privacy Principals which ensures they operate with efficiency, impartiality and integrity
- Implementing all maintenance to the Safe City CCTV system, as required. This includes security level access for designated ICC staff
- Maintaining a record of all released and viewed footage in the Safe City Release and Review Book
- Access to information held within the Safe City Program for reporting and evaluation
- Maintain confidentiality in regard to duties and observations

Safe City Operators are responsible for:

- Understanding their responsibilities under the *Information Privacy Act 2009* and with respect to the Privacy Principles which ensures they operate with efficiency, impartiality and integrity
- Retrieving and approving footage requested for viewing by the Queensland Police Service if available and recording footage released in the Safe City Release and Review Book
- Maintain security of the monitors and footage
- Maintain confidentiality in regard to duties and observations

Roles	User access
Community Safety and Innovation Manager	Full system access to all CCTV camera features and programming
Safe City Coordinator	Full system access to all CCTV camera features and programming
Safe City Operational Support Officer	Access to system and records for reporting and evaluation
Safe City Contractors	Majority system access for all CCTV cameras including some programming ability, live view, playback and export
Queensland Police Service	Live view within a control area (Police communications - Yamanto and Ipswich Police Station)

8. Key Stakeholders

Community, Cultural and Economic Development

9. Monitoring and Evaluation

This policy will be reviewed on an annual basis. The effectiveness of the Safe City Program cameras will be reviewed on a regular basis and will include reviewing the location of the cameras to ensure they are capturing appropriate footage, the storage and disclosure of any footage, the operation and administration of the cameras and compliance with appropriate legislation.

Minor amendments to the policy may be authorised by the CEO at any time where such changes do not alter the substance of the policy.

10. Definitions

CCTV (Closed-circuit television)	Means a system in which signals are not publicly distributed but are monitored, primarily for surveillance and security purposes. CCTV relies on strategic placement of cameras, and observation of the camera's input.
Community demographics	Means the study of a population based on factors such as age, race and sex, among others.

Offence Detection Cameras	Means cameras used for detecting offences such as parking offences, illegal dumping, and motorcycles illegally using council land or other compliance investigations are considered offence detection cameras and not corporate security cameras.
Other devices	Means other devices on the Safe City network meeting the objectives of the Safe City Program such as Licence Plate Recognition (LPR) and Emergency Call Points (ECP)
Public safety	Means the welfare and protection of the general public in public spaces.
Public Spaces	Means a social space that is generally open and accessible to the people. Roads (including the pavement), public spaces, parks and beaches are typically considered a public space.

11. Policy Owner

The General Manager (Community, Cultural and Economic Development) is the policy owner and the Community Safety and Innovation Manager is responsible for authoring and reviewing this policy.