

1 Purpose

The purpose of Council's Closed Circuit Television cameras (CCTV) programs is to assist in the delivery and operation of services, provide a sense of security for the community and to provide security for Council's staff and assets. The Policy contains standards to guide the operation of Council's CCTV programs and is supplemented by program specific operating procedures which provide instruction on the day to day operation of the CCTV program.

2 Scope and applications

This policy applies to all CCTV programs managed and operated by Toowoomba Regional Council. The CCTV programs have been established for the following purposes:

- Community Safety;
- Civic Asset Security and Monitoring;
- Complaint Investigation;
- Traffic Management;
- Emergency Management;
- Workplace Health and Safety Investigation;
- Illegal activities within Council jurisdiction;
- Staff Safety; and
- Assist Emergency Service Agencies with Incident Response and Prosecution.

Council utilises CCTV around the region to assist in the delivery of a number of services and/or the monitoring of facilities, including but not limited to the following:

- City Safe;
- Waste Management Centres;
- Toowoomba City Aerodrome;
- Flood Monitoring;
- City Hall;
- Customer Service Centres;
- Health & Fitness Centres;
- Libraries;
- Art Galleries;
- Administration Buildings;
- Works Depots;
- Building Inspections;
- Pumping Stations;
- Dams;
- Treatment Plants;
- Traffic Management;
- Regulated Parking; and
- Parks and Recreation

It is acknowledged that CCTV cameras are installed in public spaces and within Council facilities and may capture Council staff performing work tasks.

3 Principles

The following principles underpin this policy:

1. Council's CCTV programs will be operated fairly, within applicable law and only for the purpose for which they were established, or which is subsequently agreed.
2. CCTV programs will be operated with due regard to the privacy and civil liberties of individual members of the public and staff.
3. Public interest in Council's public space CCTV programs will be recognised by maintaining clear and easily accessible information on the programs' operations.
4. To ensure integrity and transparency, Council will engage in Memorandums of Understanding with Government agencies that access Council's CCTV records. This principle does not apply to Government agencies that apply for information through Right to Information applications.
5. Regular evaluation of the CCTV programs will be undertaken by the relevant responsible business unit to identify whether the purpose of the program is being complied with and objectives are being achieved.
6. Information recorded will be accurate, relevant and not exceed that necessary to fulfil the purpose of the program.
7. Access to CCTV records will be limited to staff that require the information as part of their duties.
8. Council will provide an avenue for the public to submit requests for footage. Release of footage will be via an administrative release, a Right to Information or an Information Privacy release.
9. Council will provide notifications advising the public of locations that are under public space CCTV coverage.
10. Software and hardware solutions will conform to industry standards and promote inter-operability to support Council business requirements and outcomes

In addition to upholding the principles outlined above, Council is committed to upholding the obligations within the *Human Rights Act 2019* by giving proper consideration to the provisions of the Act when making decisions relevant to this policy/procedure.

4 Content

4.1 Public space CCTV program

Council recognises the importance of maintaining a safe, sustainable and resilient community. Council seeks to uphold these values, where financially viable, by providing an industry leading City Safe CCTV program that deters, detects and intervenes in anti-social and illegal activity and helps provide a safer environment for the community to enjoy and feel safe.

Whilst Council strives to provide a safe community through various initiatives, Council also recognises the importance of maintaining an individual's privacy. The operation of Council's public space CCTV program is carried out in accordance with the *Information Privacy Act 2009*. Information on the program is available on Council's website

4.2 Corporate CCTV programs

Council continuously strives to improve business practices through innovative solutions and improved technology. Corporate CCTV programs play an integral role in improving Council's operation and processes.

CCTV is also used for investigations and to assist in responding to customer enquiries.

4.3 Road operations CCTV

Council supports the need for traffic management cameras to monitor traffic and road conditions across the region.

The Road Operations CCTV system is specific to traffic management, for cross compatibility between TMR and Council's Road Operations CCTV. Road Operations CCTV is aligned with TMR's network and systems.

Road Operations CCTV is specific to traffic with the network being of low bandwidth. This results in low camera resolution that is generally unsuitable for licence plate recognition and personal identification.

5 Responsibilities/accountabilities

5.1 Property Services (PS)

Property Services is responsible for:

- co-ordinating and undertaking reviews of the Policy;
- maintaining the Policy;
- maintaining PS CCTV Operating Procedures;
- maintaining compliance of PS CCTV programs
- providing advice and monitoring the implementation and adherence to the PS Procedures; and
- releasing of records captured by PS CCTV Programs.

5.2 Transport and Drainage Planning (T&DP)

Transport and Drainage Planning is responsible for:

- co-ordinating and undertaking reviews of the Policy as it applies to Road Operations CCTV;
- maintaining the Policy as it applies to Road Operations CCTV;
- maintaining T&DP CCTV Operating Procedures;
- maintaining compliance of T&DP CCTV programs;
- releasing of records captured by T&DP CCTV programs;
- maintaining the Road Operations CCTV program to ensure inter-operability with TMR CCTV systems;
- storage and retention of extracted footage and associated documentation for the Road Operations CCTV program; and
- providing advice and monitoring the implementation and adherence to the Road Operations Procedures.

5.3 Environmental and Regulatory Services (ERS)

Environmental and Regulatory Services is responsible for:

- maintaining ERS CCTV Operating Procedures;
- maintaining compliance of ERS CCTV programs; and
- releasing of records captured by ERS CCTV programs.

5.4 Information Management

Information Management is responsible for:

- storage and retention of extracted footage and associated documentation for PS, T&DP and corporate CCTV systems

- overseeing Right to Information and Information Privacy requests.

5.5 Branch Managers

Branch Managers are responsible for reviewing and approving supervisors and staff requests for corporate CCTV information prior to submission.

5.6 Supervisors

Section Supervisors are responsible for:

- gaining manager approval prior to submission for release of PS and Corporate CCTV information; and
- submitting approved requests for Corporate CCTV via Councils online portal.

6 Relevant laws

All activities performed under this Policy will operate in accordance with legislation relevant to the CCTV Program, particularly:

Information Privacy Act 2009

Public Records Act 2002

Right to Information Act 2009

QLD State Archives – Managing Closed Circuit Television (CCTV) Records 2010

7 Related policies/documents

Members of the public can access Council policies on Council's website. If a policy listed below does not appear on the website please contact 131 872 or email info@tr.qld.gov.au to request a copy. Staff may access policies via the [Policy Register and Review Schedule](#).

Council policies

5.33 Body Worn Camera Procedure

Other documents

AS 4806.1 – 2006 Closed Circuit Television (CCTV)

CCTV Operating Procedures – Civic Facility CCTV Operations (under development)

CCTV Operating Procedures – Public Space CCTV Operations (under development)

CCTV Operation Procedures – Road Operations CCTV (under development)

T&DP – Road Operations (Other) Procedures DM#5674328 Part 11.6 Requests for Traffic Camera Video Footage

TMR Engineering Policy 155 policy for Road Operations CCTV April 2016

[Corporate Plan 2024 - 2029](#)

8 Related forms

[Request for CCTV Footage Application Form](#)

[QPS Request for Road Operations CCTV Footage Form](#) (DM# 8680617)

9 Definitions

Term	Definition
CCTV	Closed Circuit Television
QPS	Queensland Police Service
TMR	Department of Transport and Main Roads

10 Policy details

Policy category:	Organisational Policy	Policy version number¹:	3.00
Date adopted/approved:	3 October 2024	Effective date:	3 October 2024
Approval authority:	Chief Executive Officer		
Policy Owner:	Property Services Branch Transport and Drainage Planning Branch		
Contact officer:	Coordinator City Safe Coordinator Infrastructure Technology Systems		
Review date:	October 2027		

11 Revision history

Policy version	Approval date	DM Reference
1.00	22 August 2019	6737497v3
2.00	25 May 2021	9361041v2
3.00	3 October 2024	11368450v2

¹ Printed copies are uncontrolled. It is the user's responsibility to ensure that any copies of policy documents are the current issue. Any delegations should be verified via the relevant Delegation Register as it takes precedence if there is a conflict. The Chief Executive Officer will, if necessary, be the sole arbiter in resolving any issues of conflict