



WALCHA COUNCIL

PUBLIC ORDER & SAFETY POLICY

Closed Circuit Television (CCTV) Policy and Code of Practice

Applicability

Nominated Council Staff, Police

Publication Requirement

External

Assigned Responsible Officer

Director Environment & Development

Document Review

Council reserves the right to vary, replace or terminate this policy at any time. Council is to have opportunity to review and adopt, at least once during its Term, each Council Policy.

Version History

Version	Date Prepared	Prepared by	Endorsed	Adopted
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1. INTRODUCTION

It is recognised that crime is an important factor impacting on the actual and concerns about safety of certain areas. It is also acknowledged however, that crime will never totally be prevented. CCTV cameras may bring benefits to the community, such as a reduction in crime, which can lead to enhanced community safety in a particular area. CCTV is only one of a range of strategies that Council utilises with an aim to reduce crime. Other strategies include appropriate lighting, natural surveillance, access control and signage.

This policy provides direction on the establishment, operation and management of Closed Circuit Television (CCTV) systems in public places within the Walcha Local Government Area and the Code of Practice, contains the basic standards in accordance with which Council's CCTV Program will be operated.

It is acknowledged that CCTV cameras installed in public place locations and as part of Council infrastructure may also capture Council staff performing work tasks. The CCTV Program the subject of this Code of Practice is not designed to intentionally provide workplace surveillance.

2. POLICY OBJECTIVES

Walcha Council has a commitment to minimise crime and antisocial behaviour as a strategy of Council's Community Strategic Plan. CCTV can be utilised as a cost-effective tool to assist in the maintenance of this environment.

The objectives of the Policy are to:

- reduce personal and property crime, in association with a range of other crime prevention strategies.
- Protect Walcha Council employees, residents and visitors
- Protect Walcha Council assets
- Reduce management costs via the remote monitoring of assets and access-controlled doors and gates

3. POLICY SCOPE

This policy applies to CCTV established, operated or managed by, or on behalf of Council with Council's express consent. It also applies to CCTV that is established, operated or managed for the purposes of crime prevention and community safety.

This policy does not apply to:

- Any CCTV installed by a third party, such as a tenant or licensee of Council land and/or facilities.
- Mobile cameras including dash cams, and body worn video cameras that are primarily used for Council activities associated with enforcement by authorised officers of Council in their delegated tasks or for personal safety.
- Cameras attached to Council's garbage trucks for operational purposes.

4. DEFINITIONS

Audit means the systematic, independent, and documented verification process of objectively obtaining and evaluating audit evidence to determine whether specified criteria are met.

Authorised Personnel means any delegated person of Walcha Council's General Manager and NSW Police Commissioner approved to view images on the system for the purpose of carrying out prescribed functions without formally requesting authorisation.

CCTV or Closed Circuit Television is a video distribution system in which the images generated are not publicly distributed.



CCTV Operations means all aspects of CCTV: surveillance management, use, recording, maintenance and access to recorded images.

Code of Practice or Code is contained in this document, designed to control implementation of a CCTV system and subsequent use of the system

Council means Walcha Council

Incident – Administrative is an activity that relates to the management of the system e.g. faults

Incident – Environment or Criminal includes environmental incidents such as earthquake, storms or natural event; and criminal incidents include any criminal act reported to the NSWPF.

MOU means the Memorandum of Understanding entered into between Council and the NSWPF in accordance with the Code.

NSWPF is the NSW Police Force

Private premises refer to any area not openly accessible to the general public, including semi public spaces and includes private residences and private or commercial businesses.

Recorded Image is an image captured and stored on a data drive or server.

5. POLICY STATEMENT

While there is no legislative requirement for Councils to implement a particular policy statement on CCTV in public spaces the NSW Office of Local Government considers the *NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed Circuit Television (CCTV) in Public Places* to be best practice and Council has adopted these Guidelines in developing its Code of Practice.

6. POLICY COMMITMENT

This policy aims to ensure:

- Consistency and clarity in Council's role and obligations regarding the establishment, operation and management of CCTV in public places by or on behalf of Council.
- A consistent, unified, equitable and transparent approach is applied by Council to the processing of requests for the establishment, operation and management of CCTV in public places on behalf of Council.
- That CCTV installed for crime prevention purposes is part of an integrated approach to crime prevention and community safety.

7. PRIVACY

Council is committed to the privacy of residents, workers and visitors in the Walcha Local Government Area, and undertakes to implement protections and processes which will maintain privacy in accordance with state and federal legislation.

This Code of Practice outlines the establishment, operation, management and responsibilities of people who access and interact with the systems, including registers of authorised personnel, cameras and their locations, incidents, maintenance and exported images.

Council will not monitor private premises. If the camera view incidentally has private premises within its view, Council will electronically mask these areas. If there is a requirement to view these areas, the masking will only be removed in review and with written permission of the General Manager or by a Court Order.

Council will not release recorded images to the general public unless it can be demonstrated there is a specific requirement to do so within the provisions of the Government Information (Public Access) Act 2009.



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Council will enter into a “Memorandum of Understanding” with NSW Police for the following purposes:

- To enable NSW Police monitoring of the live feed from the Street Surveillance System
- To provide guidelines on the release of images to NSW Police
- To ensure the Police understand and conform to the Code of Practice
- To provide timely release of images to NSW Police

8. RELATED LEGISLATION, POLICIES AND REVIEW

The following are the NSW legislative acts, policies and guidelines which Council referred to in developing this Policy and the Code of Practice:

- Security Industry Act 1997 (NSW)
- Workplace Surveillance Act 2005 (NSW)
- Crimes Act 1900 (NSW)
- NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed Circuit (CCTV) in Public Places
- Privacy and Personal Information Protection Act 1998 (NSW)
- State Records Act 1998 (NSW)
- Surveillance Devices Act 2007 (NSW)
- Crimes (Forensic Procedures) Act 2000 (NSW)
- Telecommunications (Interception and Access) (New South Wales) Act 1987 (NSW)
- Government Information (Public Access) Act 2009 (NSW)
- Walcha Council’s Privacy Policy.

9. CLOSED CIRCUIT TELEVISION (CCTV) LOCATIONS AND PURPOSES

LOCATION	PURPOSES
McHattan Park, including (but not limited to) entry to amenities block, picnic area and bus shelter	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public’s fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention
Captain Cook Park, including the existing Skate Park	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public’s fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention



LOCATION	PURPOSES
Middle Street at the frontage of Walcha Swimming Pool	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention
Walcha Community Gym	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Observation of unauthorised access→ Observing customer access and use of premises; that is, to assist in the safe and efficient operation of the premises→ Staff security – risk management
Walcha Council Administration Building	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Staff security – risk management
Walcha Council Depot	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Staff security – risk management→ Public liability controls – trips, slips and falls
Walcha Council Waste Depot	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Staff security – risk management→ Public liability controls – trips, slips and falls



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LOCATION	PURPOSES
Woolbrook Waste Transfer Station	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Staff security – risk management→ Public liability controls – trips, slips and falls
Nowendoc Waste Transfer Station	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Staff security – risk management→ Public liability controls – trips, slips and falls
Anzac Memorial Park	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Public liability controls – trips, slips and falls→ Crowd control – public events
Temporary Locations (as authorised by the General Manager)	<ul style="list-style-type: none">→ Assist in reducing personal and property crime levels by deterring potential offenders→ Assist in reducing the public's fear of crime→ Assist in the detection and prosecution of offender→ Help secure a safer environment and protect the community and property from crime→ Asset protection crime prevention→ Staff security – risk management→ Public liability controls – trips, slips and falls→ Crowd control – public events



10. CODE OF PRACTICE KEY PRINCIPLES

The Code of Practice is designed to identify the principles required to maintain the privacy of people entering the areas under surveillance.

PRINCIPLE 1 Integrated approaches to crime prevention

Council will ensure that where CCTV is established, operated and managed for crime prevention and community safety purposes, that the implementation of CCTV will be part of an integrated, multi-agency approach to crime control and community safety.

CCTV will only be considered as one part of a range of crime prevention measures, and not a stand-alone strategy, and that prior to installation, a safety and security audit will be completed. The audit will consider:

- Whether the problem is on-going or the result of a one-off event.
- Whether the perception of crime is supported by evidence and data.
- How the establishment, operation and management of CCTV fits within a broader crime prevention strategy.
- Evidence as to the effectiveness of CCTV in addressing the identified crime.
- The lawfulness of the collection of personal information via CCTV.
- The costs associated with establishing, operating and managing the CCTV.

- The CCTV Program will be operated fairly, within applicable law, and only for the purposes for which it is established or which are subsequently agreed in accordance with this Code of Practice.
- The CCTV Program will be operated with due regard to the privacy and civil liberties of individual members of the public, and particularly with a view to minimising false association.
- The public interest in the operation of the CCTV Program will be recognised by ensuring the security and integrity of operational procedures.

PRINCIPLE 2 Scheme ownership and its responsibilities

Council will ensure that the ownership of public area CCTV schemes is clear and publicly known.

Council will erect signs informing the public of the existence of CCTV in a public place and will take steps to ensure that the signs comply with relevant legislation such as the *Privacy and Personal Information Protection Act 1998*.

Furthermore, Council staff will maintain a public register of all its CCTV schemes as contained in the CCTV Policy.

- The Council is the owner of the CCTV surveillance system. The Council retains ownership of and has copyright on all Intellectual Property, equipment, recorded material, documentation and other material pertaining to the CCTV. These images cannot be copied or altered without permission of the Council, unless it is in accordance with the Code or MOU.
- Council is responsible for compliance with the objectives of the CCTV 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 CCTV Program.
- Council is responsible for the Code of Practice and for ensuring compliance with the principles contained within the Code.
- Council will provide information to the public on its website about the operation of the CCTV Program and about any proposed major amendment to the program or Code of Practice.
- Council will either operate the system, or give authority to an appointed contractor to operate the system.
- Council authorised officers have the right of inspection of all CCTV facilities, procedural documentation, files,



registers, records, and live and recorded material associated with the CCTV Program.

PRINCIPLE 3 Community consultation

When considering establishing or significantly expanding a public area CCTV scheme, Council staff will ensure that the relevant concerns of all parties affected are considered through an effective consultation process.

People or groups that may be affected by the proposal could include:

- Residents.
- Users of the public place.
- Local businesses.
- Police or other regulatory authorities.
- Council staff.

Information available through the consultation process will include the potential benefits of the scheme, possible costs involved, and privacy implications, including people's rights and Council's responsibilities. Consultation with Council staff will ensure compliance with the *Workplace Surveillance Act 2005* and ensure that staff are given due notice prior to the installation of a scheme.

- The public will be provided with clear and easily accessible information in relation to the operation of the CCTV Program.
- Copies of the Policy and Code of Practice will be made available to the public upon request and on Council's website.
- The proposed installation of CCTV cameras in other locations of the LGA, or their removal, will be the subject of an initial written assessment by Council in consultation with NSW Police, followed by community consultation.
- The proposed locations of temporary CCTV cameras within Walcha LGA are subject to consultations with NSW Police, and after a community safety audit and risk assessment. Temporary camera sites for installation or removal will require approval by Council's General Manager.
- Signs advising that CCTV cameras are operating will be conspicuously displayed at the perimeter of the area covered by the system and at other key points as determined by Council. These signs will clearly:
 - Inform the public that cameras are in operation in the vicinity;
 - Inform the public that footage is recorded 24 hours a day, 7 days a week;
 - Identify Council as the owner of the CCTV Program; and
 - Provide a contact telephone number for inquiries in relation to the CCTV cameras.

Enquiries in relation to CCTV and its operation can be made in writing to:

The General Manager
Walcha Council
PO Box 2
WALCHA NSW 2354

Email council@walcha.nsw.gov.au
Telephone 02 6774 2500
Councils website www.walcha.nsw.gov.au

**PRINCIPLE 4 Setting clear objectives**

Council will identify the purpose and will develop and document objectives for the establishment, operation and management of CCTV in a public place. CCTV will only be used in accordance with its established objectives and not for any other purpose. Objectives may include but are not limited to:

- To assist in the investigation and/or prosecution of civil and criminal offences in relation to the security of public places and Council's facilities/assets, or crimes against the person.
- Improving public confidence in the safety and security of public places.
- To deter anti-social behaviours in high risk public places.
- To assist with the safety of Council staff or authorised contractors within public places.
- To assist with the management/operations or maintenance of public places, or monitoring their use; or
- Identifying potential environmental safety risks.

→ The objectives of CCTV are clearly outlined in Section 2 of this Policy.

PRINCIPLE 5 Police involvement in public area CCTV schemes

Where CCTV is established in a public place for crime prevention purposes, Council staff will consult with Police to ensure that the installation of CCTV fits within a broader crime prevention strategy and will meet its objectives.

- Any involvement in the CCTV Program by NSW Police will be in accordance with this Policy and Code of practice and the Memorandum of Understanding (MOU) between Council and Police. NSW Police agree to:
- i. Contribute to the program including the identification of crime 'hot spots' and where cameras may be required;
 - ii. Following notification through to Local Area Command, determine the level of response to incidents identified on monitoring screens, according to available resources and existing priorities;
 - iii. Incidents that may involve or lead to a crime against the person or other serious threat to public safety, or other serious criminal offence, will be reported to the Sergeant of the Walcha Police Station. The police will assess the situation and determine an appropriate response to the incident.
 - iv. Provide ongoing information and advice to Council on the nature and level of crime in the monitored areas; and
 - v. Participate in the evaluation process for the program.

PRINCIPLE 6 Managing and operating CCTV schemes

Council will ensure that its CCTV schemes are open and accountable and operate with due regard for privacy and civil rights of individuals and the community, including that:

- The recording and retention of images is undertaken lawfully.
- The purpose for which the information is being obtained is known.
- The information is not used for any purpose other than that stated.
- People are made aware that they may be subject to CCTV surveillance.
- The CCTV surveillance is not used for general intelligence gathering.
- The owners of the scheme are known and accountable for its operation.

10.1. System Information

The CCTV Program involves a number of cameras installed at a number of locations throughout the Walcha LGA.

Cameras are installed within the public areas of Walcha that have been identified as being subject to a high incidence of crime and/or antisocial behaviour. These locations are determined on the basis of crime statistics provided by the NSW Police Force and other statistical data. Social, environmental and commercial considerations are also taken into account.



Specified locations are identified in Section 9 of this Policy and Code of Practice.

10.2. Authority

Staff authorised for the operation, monitoring and retrieval of recorded footage and materials of the CCTV Program shall undertake their duties under the authority of Walcha Council.

Procedures will be put in place to ensure that access to the CCTV monitoring equipment is restricted to authorised operating staff and that equipment is protected from unauthorised access.

Operators of camera equipment will act in accordance with the highest level of probity.

The circumstances in which Police or other authorised persons are able to access recorded material and footage will be carefully controlled and outlined, images shall only be released under the following conditions:

- NSW Police Force request for evidence – identifying an incident
- An approved formal application under the Government Information (Public Access) Act 2009 (GIPA Act)
- Permission by the Council under the Code

The Council shall allow NSW Police Force access to live images under the conditions of the MoU.

10.3. Primary Duties

The prime duties and responsibilities of authorised staff are, but not limited to:

- Operation and maintenance of the CCTV equipment and software;
- Retrieval of footage and other recorded materials of the CCTV system;
- Respond to requests from NSW Police relating to incidents and recorded material/footage in accordance with MOU;
- Adherence to policies, code of practice and procedures;
- Undertaking basic maintenance and housekeeping;
- Reporting technical problems affecting the equipment to the nominated maintenance service contractor appointed by Walcha Council.

10.4. Use of Equipment

Authorised staff shall use or maintain all equipment in an acceptable manner at all times and shall report immediately any damage, deficiency or deformity discovered.

Equipment used for the CCTV Program shall be used in accordance with the Code of Practice and any Procedures produced.

Authorised staff shall maintain the highest level of protection and care whilst using the equipment and property and shall take all prudent and reasonable actions necessary to protect the system against deterioration, abuse, misuse, negligence, malicious damage and vandalism.

10.5. Monitoring Screen

The monitoring screen is the primary point for viewing and retrieval of footage and performing CCTV system checks.

The Monitoring screen and associated remote access software shall only be accessed and utilised by authorised staff. Access to unauthorised persons will be restricted.

10.6. CCTV Cameras

CCTV cameras may be housed in weather protective domes or cases which will be clearly apparent to the public and not



be unduly concealed, other than when used by NSW Police in covert or special operations.

Cameras will not be used to look into adjacent or nearby premises, buildings, commercial premises or private residences unless requested by the NSW Police for the purpose of:

- Following participants in a crime;
- Following participants suspected of being involved in a crime;
- NSW Police Intelligence gathering;
- NSW Police special or covert operations;
- Monitoring persons or motor vehicles suspected of being involved in a crime; and
- Monitoring property suspected of being used to accommodate criminal activity.

“Dummy” cameras will not be used.

10.7. Equipment Operating Manuals

Equipment operating manuals are for the use of authorised staff and maintenance staff only. The manual must not be copied or released to any third party.

10.8. In Case of an Event or Criminal Incident

In the event that an authorised staff member observes footage and/or recorded material which are considered to be unsafe or suspicious, the staff member will:

- Commence real time recording of the event (if not already being recorded in real time);
- Refer the incident as soon as possible to their supervisor;
- Notify the Police as to the circumstances of any criminal event;
- Ensure footage is secured, saved and marked appropriately in the event that it is required for legal purposes;
- Complete and Incident Report Form.

For the purposes of definition, a criminal incident is one which involves, but is not limited to, one or more of the following;

- An assault;
- A brawl;
- All criminal events such as drug trafficking, break enter and steal offences, malicious damage to property;
- Motor vehicle accident;
- Immediate safety hazards or risks;
- Any observations of any dangerous activities undertaken by any person.

Where the authorised staff member has requested the assistance of the Police or reported a safety hazard or risk, an Incident Report is to be submitted to the relevant Supervisor / Manager.

10.9. Access to and Retention of Recorded Material

All requests for access to recorded material, other than by authorised representatives of Council, must be made to Council by means of an Access Application pursuant to the Government Information (Public Access) Act 2009 (GIPA Act). Access Applications will be determined by Council’s authorised officers in accordance with the provisions of that Act.

Access to recorded material by the NSW Police, following the making of an Access Application, will only be granted:



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- In compliance with the needs of NSW Police in the investigation and detection of a crime or suspected crime;
- For use in NSW Police intelligence gathering;
- For use in relation to special or covert operations;
- For providing evidence in actual or possible criminal and/or civil proceedings; and/or
- For identification of witnesses.

Recorded material will be treated according to all relevant and appropriate legislation and standards.

Recorded material will not be sold or used for commercial or other purposes or the provision of entertainment and will only be used for the purposes as set out in the Code of Practice.

Images from recorded material shall not, under any circumstances, be used to publicise the existence of success of Walcha Council's CCTV surveillance system.

The showing of recorded material to the public will be permitted only in accordance with the needs of the NSW Police and/or Council's security provider in connection with the investigation of crime or in any other circumstances provided by law.

Subject to the concurrence or request of the NSW Police, the release of recorded material to the media may be approved by Council.

Use of recorded material by the media should only occur to gain public information with respect to the identity of a person/s wanted. The recognisable characteristics of other people in the footage shall be obscured.

Any material released to the media will be accompanied by a signed release which clearly states what the material will be used for and sets out the limits on its use.

Live and/or recorded footage is able to be retrieved by authorised Walcha Council staff.

There will be no 24/7 or regular monitoring undertaken by authorised Walcha Council staff.

All recorded footage will be retained for a maximum twenty eight (28) days (recording cycle), unless required in relation to the investigation of a crime or for court proceedings. After this period, footage will be overwritten. Each authorised officer shall complete the necessary paperwork in the CCTV footage log each time a copy is made from the hard drive.

If in the rare circumstance that IT hardware fails and the current recorded images of up to 28 days are unattainable, all reasonable efforts to repair or replace equipment will be made. No back-ups or secondary copies are retained.

Council retains ownership of and has copyright in all recordings, photographs and documentation pertaining to the Program.

All copies of recorded CCTV footage are to be kept in a securely locked cupboard, with access restricted to authorised staff.

The CCTV hard drive of the CCTV system can only be released where a court subpoena has been issued on Walcha Council. An authorised officer from Walcha Council will notify the General Manager that a subpoena has been received for the hard drive as a 'master copy' of CCTV footage. The request will be recorded on a 'Request for CCTV Footage Form'.

Copies of recorded CCTV footage may only be destroyed when authorised by the General Manager, in writing. Any CCTV footage authorised to be destroyed shall be contained within a sealed security bag and be destroyed in the presence of an authorised officer of Walcha Council.

In the event that disks and/or records of footage become damaged or lost for whatever reason, the authorised staff member shall immediately inform the General Manager. The authorised staff member shall, in addition to informing the General Manager, submit an Incident Report Form as soon as possible setting out all details as to the cause and nature of such damage or loss.

**PRINCIPLE 7 Evaluation**

Council will develop and implement an evaluation framework for each public place where CCTV is established to determine whether the CCTV is achieving its objectives. The evaluation framework will provide guidance on appropriate mechanisms to enable Council to assess whether the CCTV Program is:

- Achieving its objectives (including an assessment of its impact upon crime and community safety, for those schemes implemented for crime prevention or community safety purposes).
- Being used in accordance with its established objectives, and not for any other purpose.
- Impacting on any groups.
- Providing an overall benefit (after consideration of the costs involved in operating the scheme).
- Requires changes to the extent or location of the cameras, or technology utilised.

- Walcha Council is responsible for ensuring that the CCTV Program is regularly evaluated to ensure that the program is meeting its aims and objectives.
- Council will undertake an evaluation of the CCTV Program every two years to ensure that the Policy and Code of Practice is being adhered to and to recommend actions that will safeguard and enhance the CCTV Program.
- Evaluation of the CCTV surveillance system will include:
 - Description of the system;
 - Purpose and objectives of the program;
 - Amendments, if any, to the system and/or Code of Practice;
 - Number and nature of any complaints;
 - Request for copy of recorded material or photographs by NSW Police and the assistance given to NSW Police for detection of incidents and/or offenders;
 - Locations where additional camera may be required, or where cameras should be removed;
 - Assessment of its impact upon crime and community safety where directly evident;
 - Change in public perception of personal safety through an independent survey;
 - Assessment of system and any technology problems;
 - Assessment of access request processes
 - Assessment of cost of the program
 - Audit of access controls to the system, including:
 - Authorised Officers of Council
 - Authorised Council representatives, contractors
 - NSW Police Force
- The results of the evaluation will be made available for public information upon request and on Council's website.

**PRINCIPLE 8 Complaints**

Complaints in relation to Council's establishment, management or operation of CCTV may be made through Council's existing customer contact processes (in person at Council's Office, or via phone, letter or email).

Complaints in relation to Council's handling of a person's personal information may be made and will be managed in accordance with Council's Privacy Policy.

Complaints in relation to Council's handling of a person's personal information may also be made to the NSW Information and Privacy Commissioner.

Prime responsibility for ensuring the Policy and Code of Practice is adhered to rests with Walcha Council. This responsibility includes ensuring that breaches of the Code are investigated and remedied to the extent that breaches of the Code are within the ambit of Walcha Council's power to remedy.

Complaints in relation to any aspect of the management or operation of the system or the behaviour or conduct of Councils staff may be made in writing to:

The General Manager
Walcha Council
PO Box 2
WALCHA NSW 2354

council@walcha.nsw.gov.au

The procedure and steps for handling complaints shall be as follows:

1. All complaints are to be in writing and to be addressed to the General Manager, Walcha Council.
2. A complaint regarding the conduct of a Police Officer/s in relation to the operation of the safety cameras shall be referred, in the first instance to the appropriate section of the NSW Police Force or authority charged with the responsibility for investigating complaints against Police Officers, for investigation.

The Privacy and Personal Information Protection Act 1998 authorises the NSW Information and Privacy Commission to receive and investigate complaints about alleged violations of privacy. Any member of the public is entitled to lodge a complaint with NSW Privacy Commissioner. The contact details for NSW Information and Privacy Commission are as follows:

NSW Privacy Commissioner
GPO Box 7011
SYDNEY NSW 2001

Phone: 1800 472 679, or

Email: ipcinfo@ipc.nsw.gov.au

Walcha council will cooperate with the investigation of any complaint by the NSW Privacy Commissioner.

PRINCIPLE 9 Monitoring and auditing

Council will review its CCTV systems at least once in each Term of Council to assess compliance with this Policy and Code of Practice and any associated procedures. The review will examine such matters as:

- Assessment of the scheme and any technological problems.
- Processes used to receive, access and process footage requests.
- Complaints received and responses provided.
- Compliance with relevant legislation, regulations and Australian Standards.
- Whether the systems and processes utilised remain good practice.

→ Council will undertake monitoring and auditing in accordance with this Policy and Code of Practice.