



Body Worn Camera Procedure

1. Purpose

This procedure outlines the use of body worn cameras (BWCs) by the security officers employed by WA Country Health Service (WACHS) working within health sites and facilities serviced by WACHS Security.

The purpose of this document is to provide information relating to the use of BWCs, associated equipment and the subsequent capture, management, storage, retrieval and release of digital data.

This is to:

- provide for the ethical and lawful:
 - use of BWCs by security officers at WACHS
 - management and storage of any video or audio footage captured during the use of BWCs.
- deter violent, aggressive and threatening behaviour through the use of overt, highly visible BWCs
- allow for the collection of video and audio footage that could be used as either evidence and/or intelligence in relation to anti-social or criminal behaviour
- protect against the misuse of this footage by any WACHS employee or third party
- support resolutions of Work Health and Safety claims.

This procedure applies to:

- security officers:
 - trained in the use of BWCs
 - performing duties at a location where BWCs are deployed
- supervisors managing the devices
- use of evidence captured within the vendor's cloud system.

2. Procedure

WACHS is committed to providing a safe working environment for all staff, patients and visitors. The introduction of BWCs for security officers aligns with this vision, and contributes to creating an environment that is safe, secure and supports the delivery of best practice healthcare.

To ensure the safety and security of hospital users, BWCs are to be used by security officers to decrease the likelihood of violent or aggressive behaviour, reduce staff injuries, enhance and expedite incident review and complaint management practice.

BWCs are classed as a listening device and an optical surveillance device for the purposes of the *Surveillance Devices Act 1998 WA* (SDA). The SDA prohibits the use of a BWC to record, monitor, observe or listen to 'private' conversations or activities except in limited circumstances.

2.1 Shift Procedures

Deployment

- Security officers are only to be permitted to use the BWCs once WACHS endorsed mandatory training has been completed.
- BWCs form part of a security officer's essential equipment. As such, security officers who are allocated BWCs are to:
 - be equipped with a functioning BWC whilst on shift
 - wear the BWC in a prominent location to be able to capture a clear recording of an incident
 - activate the BWC in line with the *Activation Conditions* (see below).

Only BWCs supplied and managed by WACHS shall be used whilst on duty.

Commencing Duty

When commencing duty, the security officer is to ensure the BWC is:

- free from damage
- fully charged
- in working order
- record the details of the BWC carried in the electronic security database.

Mounting

- BWCs are to be mounted using manufacturer approved mounts which are allocated by WACHS Security Services.
- Security officers have discretion of where to mount the camera, however they are to ensure the BWC is:
 - placed in a position which is secure and clearly visible
 - positioned at an angle that optimises capture of footage
 - not placed in a position which interferes with other operational equipment or carriage systems (e.g., stab vest, equipment belts etc).

Ceasing Duty

At the end of each shift, security officers who are allocated devices are to:

- inspect the devices and report any damage to the site Security Supervisor or site delegated authority
- switch off the device and place it into the designated docking bay for charging and the downloading of data
- record the details of the BWC returned in the electronic security database.

Officers are to advise the site Security Supervisor or site delegated authority of any damage or inadvertent device recordings.

Incident Documentation

Although BWCs can be used to record a security officer's actions, it does not remove the need for the security officer to make other records, i.e. contemporaneous notes, incident reports, Use of Force reports, etc.

2.2 Recording

Activation

- **Pre-Record Mode:**
 - The BWC has a pre-record mode which enables a security officer to capture the lead up to an incident. This stores up to 120 seconds of footage (no audio) prior to record activation.
- **Recording Considerations:**
 - BWCs are only to be used as an overt, highly visible device.
 - Security officers using BWCs are to always, unless it is impracticable or unsafe to do so, give reasonable notification to persons of the fact that they are being recorded. This is to be achieved by making a verbal announcement with words to the effect of: "I am using a body worn camera and we are currently being visually and audibly recorded."
 - This may require some additional physical motion such as pointing towards the device to support vulnerable persons in understanding what has been said.
 - Where practicable, restrict recording to events, individuals or areas where it is necessary to provide evidence relevant to an incident.
 - Once activated for a particular incident, a BWC recording is to be for the duration of that incident in order to capture best evidence and provide sufficient context to the recording.
 - The BWC is not to be used to capture an entire shift.
 - An audio-visual recording obtained by means of a BWC may need to be disclosed to outside parties as part of legislative disclosure requirements, or where compulsive powers require disclosure to an external party.
 - The purposes of recordings are to:
 - provide information or evidence required for incident review; and
 - assist training and improvement purposes or aid in investigation by internal or external parties.
- **Activation Conditions:**
 - When practicable and safe to do so, officers are to activate BWCs when responding to an incident of actual or potential aggression and violence. Officers are to ensure that the recording of a relevant conversation or activity is not prohibited by the SDA.
 - Security officers are to undergo WACHS approved training to assist them to determine when it is appropriate to activate BWCs. After having regard to the full circumstances and legislative requirements the security officers may activate BWCs in situations where there is an actual or potential incident of aggression and/or violence.
 - In compliance with the SDA, 'private' conversations and activities can only be recorded in permissible circumstances. Training is to cover the considerations security officers are to make in determining if recordings are permissible.
- **Ceasing Recording:**
 - Security officers are only to cease recording:
 - once the response to an aggressive or violent incident has concluded and the security officers have stood down and are clear of the area
 - in other operational matters (e.g., searches, patrols, etc), once the activity has concluded, and the continuation of recording would be of no apparent benefit
 - recording may not be commenced or may be ceased where it is considered it may aggravate and escalate the situation or may impede on clinical care.

- If asked by a member of the public, patient, or staff member to stop a BWC recording, the security officer is to assess the validity of the reason for the recording and circumstances as outlined in *Activation Conditions* (above). The officer can also consider:
 - is an incident likely to occur
 - if the recording supports best practice and provide transparency of their interaction; and
 - if the conversations or activity is 'private' or 'public' or if an exemption applies under the SDA.
- If the security officer decides to continue recording, he/she is to state clearly to the member of the public, patient, or staff member, that the BWC recording is to continue.

Storage of Recordings

- **Upload of BWC Footage:**

- All recordings created by the use of BWCs, are to be uploaded upon docking of the camera at the cessation of that shift or as soon as is practicable thereafter. The footage is to automatically be stored in the vendor's cloud service.

Recording uses and distribution

- **Obligations:**

- Health information and personal information is governed by various legislation including the *Health Services Act 2016* and recordings are to be stored and used in accordance with these obligations.

- **Use of recordings:**

- The primary function of the recordings is to be used to support best practises and incident investigation/review.
- In some circumstances the recordings may be relevant to other WACHS functions (e.g., clinical review, HR matters) or to external parties (e.g. the Police, etc). Release is to be done in accordance with the below provisions.

2.3 Release of Information

Access to video footage and audio recordings captured during incidents is only available through approval from an assigned Authorised Person. The use of BWCs and captured data is to be undertaken in accordance with the Closed Circuit Television Footage and Security Data Access Policy, the WA Health Code of Conduct and relevant legislation.

External release of recordings

- Release of BWC recordings is governed by the WACHS Closed Circuit Television Footage and Security Data Policy, the *Health Services Act 2016* and *Surveillance Devices Act 1998*.
- Footage may be released to Police upon the issuing of an Order to Produce (OTP).

Approval for release of footage: Tier 2B (People, Capability and Culture and Data Custodian (Manager Security))

Internal release of recordings

The recordings may include incidental information or incidents that are relevant to other WACHS areas (e.g., HR or clinical investigations). Where the information or recording is requested by a different part of WACHS, the Manager Security is to review the footage and determine if it is appropriate to provide part or all of the footage or a summary. Regard is to be given to if the recording contains any personal, patient or health information.

- All requests for footage are to be submitted in writing using the [WACHS Security Footage and Data Access Request Form](#) and are to have approval from an approved delegated authority. These requests are to be coordinated through the Security Supervisor.
- Approval for release of footage is as follows:
 - WACHS Staff/Patients/Visitors: Tier 2B (People, Capability and Culture and Data Custodian (Manager Security))
 - Misconduct **investigation**: Director, Integrity Unit

2.4 Procurement and Maintenance

Procurement

All BWCs, accessories, and related equipment used at WACHS sites are to be procured through WACHS Security Management and approved by the Director of Work Health Safety and Security.

Repairs and Maintenance

- On being made aware of damaged or faulty equipment, the site Security Supervisor or site delegated authority is to arrange for service and repair.
- BWCs are only to be serviced by the manufacturer or an approved representative.
- Planned maintenance of BWCs and associated equipment is to occur in accordance with the manufacturer's specifications.

Replacement

The site Security Supervisor or site delegated authority is to arrange for replacement BWCs in the following circumstances:

- at the equipment's end-of-life
- when the BWC is no longer operational and cannot be repaired
- if the BWC is lost or stolen.

3. Roles and Responsibilities

Security Management are responsible for ensuring compliance in relation to the implementation of this procedure, including:

- procurement and licencing of devices and determination of use and contract management
- adherence to governance processes regarding the capture and storage of footage and audio, as well as evidentiary review and release of information captured
- compliance with related procedures for the usage of BWC for SOs
- supply of BWCs to SOs on duty
- maintenance of the register of BWCs
- training of SOs in the use of BWCs, including the maintenance of the related training competency register.

- review, use and release of footage rests with the Manager Security and requires approval in line with *Section 8 Recording uses and distribution* below.

Security Officer responsibilities include the following:

- completing the BWC training prior to using them
- appropriate testing of BWCs at each shift
- wearing allocated BWCs at all times while on shift
- activating the BWC for relevant incidents, including but not limited to, Code Black/Duress situations, potential violence, aggression, threats of physical or verbal harm, emergencies, and any other events necessitating footage capture to justify security and staff actions.
- ensuring:
 - footage captured is recorded and transferred to the related storage facility
 - any BWC footage captured has a related security incident reported in the electronic security database
- taking appropriate care of BWCs and reporting faults to Security Management.

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

4. Monitoring and Evaluation

4.1 Monitoring

Monitoring of this procedure is to be undertaken by:

- review of completion of WACHS endorsed BWC training by security officers
- audit of recording activation and release of information processes
- access to footage and audio captured during incidents is through approval from an Authorised Person.

4.2 Evaluation

Evaluation of compliance is to be measured by:

- audits of compliance with relevant legislative, policy and procedure requirement
- implementation and documentation of the BWC management practices.

Evaluation and compliance are to be monitored by the WACHS Security Training and Quality Coordinator and reported via the Manager Security to the Executive Director, People, Capability and Culture.

5. Compliance

This procedure is a mandatory requirement under the [Surveillance Devices Act 1998](#) (WA).

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to Section 26 of the [Health Services Act 2016](#) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies and procedures is mandatory.

6. References

[AS 4485.2 - 1997: Security for Health Care Facilities](#)

[EMHS Security Standard Operating Procedures for Body Worn Cameras](#)

[NMHS Body Worn Cameras Policy](#)

[SMHS Body Worn Cameras Policy](#)

7. Definitions

Term	Definition
Authorised Person	Manager Security, Security Operations Manager and security Supervisor, Security Training and Quality Coordinator, Tier 2B.
Listening Device	Any instrument, apparatus, equipment, or other device capable of being used to record, monitor or listen to a private conversation or words spoken to or by any person in private conversation, but does not include a hearing aid or similar device used by a person with impaired hearing to overcome the impairment and permit that person to hear only sounds ordinarily audible to the human ear.
Party	In relation to a private conversation means a person by or to whom words are spoken in the course of the conversation; or a person who, with the express or implied consent of any of the persons by or to whom words are spoken in the course of the conversation, records, monitors or listens to those words. In relation to a private activity means a person who takes part in the activity; or a person who, with the express or implied consent of any of the persons taking part in the activity, observes or records the activity.
Private activity	Any activity carried on in circumstances that may reasonably be taken to indicate that any of the parties to the activity desires it to be observed only by themselves but does not include an activity carried on in any circumstances in which the parties to the activity ought reasonably to expect that the activity may be observed.

Term	Definition
Private conversation	Any conversation carried on in circumstances that may reasonably be taken to indicate that any of the parties to the conversation desires it to be listened to only by themselves but does not include a conversation carried on in any circumstances in which the parties to the conversation ought reasonably to expect that the conversation may be overheard.
Security	Security is the protection of a person from violence, threats and/or intentional harm; the protection of information from unauthorised disclosure, and the protection of property from intentional damage and from theft.
Surveillance device	A listening device, an optical surveillance device or a tracking device.
Workplace Violence and Aggression (WVA)	Actions and behaviours that create a risk to the health and safety of all workers. Examples may include biting, spitting, scratching, hitting, kicking, punching, pushing, shoving, tripping, grabbing, throwing objects, verbal threats and abuse, aggravated assault or any form of indecent physical contact.

8. Document summary

Coverage	All WACHS Sites
Audience	WACHS Sites
Records Management	Non Clinical: Records Management Policy
Related Legislation	<ul style="list-style-type: none"> • Health Services Act 2016 (WA) • Mental Health Act 2014 (WA) • Public Health Act 2016 (WA) • Security and Related Activities Control Act 1997 (WA) • State Records Act 2000 (WA) • Surveillance Devices Act 1998 (WA) • Surveillance Devices Act 2004 (Commonwealth)
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • MP 0124/19 Code of Conduct Policy • MP 0127/20 Discipline Policy • WA Health Employment Policy Framework
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Closed Circuit Television (CCTV) Footage and Security Data Access Policy (under development) • Electronic Security Systems Policy (under development)
Other Related Documents	<ul style="list-style-type: none"> • State Government CCTV Strategy
Related Forms	<ul style="list-style-type: none"> • WACHS Security Footage and Data Access Request Form • WACHS Security Data Request Access Form (for Media)
Related Training Packages	<ul style="list-style-type: none"> • WACHS approved body worn camera use training
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 2342
National Safety and Quality Health Service (NSQHS) Standards	1.29, 1.30, 1.31
Aged Care Quality Standards	Nil
Chief Psychiatrist's Standards for Clinical Care	Nil

9. Document Control

Version	Published date	Current from	Summary of changes
1.00	14 August 2024	14 August 2024	New procedure

10. Approval

Policy Owner	Executive Director People, Capability and Culture
Co-approver	Nil
Contact	Manager Security
Business Unit	Work Health Safety and Wellbeing
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