



# Closed Circuit Television (CCTV) Monitoring for Clinical Services in WACHS Mental Health

## 1. Background

WACHS is committed to ensuring the responsible use of Closed Circuit Television (CCTV) for clinical purposes across all WACHS Mental Health sites.

CCTV Monitoring will be in accordance with [Mental Health Act 2014 \(WA\)](#) [MHA] (including the '[Charter of Mental Health Care Principles](#)'), and the [Clinician's Practice Guide to the MHA](#).

## 2. Policy Statement

This policy provides guidance for the responsible use and appropriate management of CCTV for clinical purposes across all WACHS Mental Health sites.

This Policy does not cover Security Issues as outlined in the WACHS [Video Surveillance Policy](#) (i.e. external areas such as reception, hallways and carparks in order to deter or identify crime is administered and managed on a continuous basis by WACHS Security and is outside the scope of this policy).

### Key Principles

- Use of CCTV monitoring is used in Community Mental Health and Inpatient Mental Health Services in conjunction with direct visual observation for the protection of staff, service users, carers and visitors. CCTV monitoring does not replace direct visual observation and personal interaction between staff and service users.
- CCTV is used for visual monitoring, and may be used for the purpose of ensuring the safety and welfare of patients and others by enabling an appropriate response to be activated in the event of any identified risks to a patient/client and/or other person.
- Consumers, families, personal support persons, visitors and staff of WACHS are entitled to have their privacy protected. The privacy and dignity of patients/clients is not to be compromised by the use of CCTV. Principle 10 of the Charter of Mental Health Care Principles under the [Mental Health Act 2014](#) states that 'A mental health service must respect and maintain privacy and confidentiality'.
- CCTV can be used to monitor patients placed in seclusion. CCTV is not, as stipulated above, a substitute for direct visual observation (i.e. face-to-face or via an observation window) by a nurse or mental health practitioner at least every 15 minutes (s. 222, [Mental Health Act 2014](#)).

## Closed Circuit Television (CCTV) Monitoring for Clinical Services in WACHS Mental Health Guideline

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- Staff or clinicians using CCTV must receive training regarding the use of CCTV as part of orientation to the mental health inpatient ward, and a record of training is to be kept by the Regional Manager Health Manager.
- Appropriate signage must be displayed indicating that the area is under video surveillance.
  - The design and location of signs will be in compliance with the Australian Standard (AS) 2342-1992 Development, Testing and Implementation of Information and Safety Symbols and Safety Signs.
- Cameras are not to be used to infringe on individual's (patients, families, visitors and staff) rights of privacy.
  - It is prohibited under the *Surveillance Devices Act 1998* to carry out any surveillance of an employee in any change room, toilet facility, or shower or other bathing facility

### 3. Definitions

<b>Closed Circuit Television</b>	Closed Circuit Television (CCTV) is the use of video cameras to transmit a signal to a specific, limited set of monitors.
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### 4. Roles and Responsibilities

**All Staff** are to ensure they comply with all requirements of this guideline.

**Mental Health Team Leaders** are to provide orientation and education to relevant WACHS clinicians and staff on the use of this guideline.

**WACHS Clinical Directors and Regional Mental Health Managers** are to ensure that the principals and requirements of this guideline are applied, achieved and sustained.

### 5. Compliance

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Employment Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) [HSA] 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 is mandatory.

## 6. Evaluation

Evaluation of this policy is to be carried out by the Mental Health Area Director Clinical Services MH Adult and Older Adult every three (3) years, or as required.

## 7. Standards

[National Standards for Mental Health Services: 2, 8.10. 10.45](#)

[National Standards for Quality Health Service Standards: 1.8, 9.9.91](#)

[Office of the Chief Psychiatrist Standard \(5\) Assessment](#)

## 8. Legislation

[Mental Health Act 2014 \(WA\)](#)

## 9. References

[Charter of Mental Health Care Principles](#)

[Clinician's Practice Guide to the MHA.](#)

[Office of Chief Psychiatrist Standards and Guidelines](#)

[Chief Psychiatrist's Standards for Clinical Care](#)

[WA Health Clinical Services Framework 2014-2024](#)

## 10. Related Policy Documents

WACHS [Video Surveillance Policy](#)

## 11. Policy Framework

[Mental Health Policy Framework](#)

**This document can be made available in alternative formats  
on request for a person with a disability**

<b>Contact:</b>	Area Director Clinical Services MH Adult and Older Adult (R.Main)		
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