



Electronic Security Systems Policy

1. Purpose

The WA Country Health Service (WACHS) is committed to providing a safe and secure environment for all patients, visitors and staff at all of its sites and services and meeting the challenges faced by staff in providing care.

This policy describes the provision, access and governance of electronic security systems used in the WACHS and the role of the Security Officer in ensuring a safe environment for staff, patient, visitors and families. Electronic security systems include Closed Circuit Television (CCTV), body worn cameras (BWCs), duress alarms, access and identification cards.

The WACHS is to use a combination of human resources physical and electronic systems designed to provide safety, security and reassurance to all users of its health services whilst ensuring that they remain discreet and appropriate to the level of risk experienced.

2. Policy

Electronic security systems are an integral part of the multi-layered security strategy employed by WACHS. This tailored approach is designed to provide an adequate standard of security through the use of electronic systems, through:

- CCTV/BWC footage/still photography
- security data
- access control system data; and
- security incident reports.

Given the sensitivities of capturing and storing information via electronic systems, strict controls are in place to ensure privacy and confidentiality in accordance with the following legislation:

- [Freedom of Information Act 1992](#) (WA)
- [Health Services Act 2016](#) (WA)
- [State Records Act 2000](#) (WA)
- [Surveillance Devices Act 1998](#) (WA)

Due to the complexities associated with providing a quality electronic system for all WACHS sites, it is imperative that the WACHS Security Service maintains oversight of all electronic systems.

2.1 Video and audio recording systems

Closed Circuit Television (CCTV)

Some WACHS sites have CCTV systems which provide video monitoring and recording located and operated at each site. In accordance with the [Premier's Circular 2021/06](#) -

Registration of CCTV Systems. WACHS CCTV Systems are registered with Cam-Map WA, a site hosted by WA Police.

WACHS CCTV and other audio and video systems are managed and operated in accordance with:

- [AS 4485.2 - 1997: Security for Health Care Facilities](#)
- [AS 4806.1 - 2006: Closed Circuit Television \(CCTV\)](#)
- [Surveillance Devices Act 1998](#) (WA)
- all relevant WA Health Operational Directives, policies and procedures.

Refer to: WACHS [Closed Circuit Television Footage and Security Data Policy](#)

Body Worn Cameras

A body worn camera (BWC) is a wearable audio, video or photographic recording system. To ensure the safety and security of hospital users, Security Officers are equipped with BWCs whilst on duty 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).

Refer to: WACHS [Body Worn Camera Procedure](#).

2.2 Duress Alarms

Alarms may be necessary at some health sites, for the personal security of staff members whose duties may expose them to the risk of violent acts, as defined in MP 0159/21 [Workplace Aggression and Violence Policy](#). Where fitted, a duress alarm system supports other protective strategies such as video surveillance, access barriers and withdrawal areas.

In order to ensure that staff are afforded maximum protection from security measures in place at sites, the responsible person is to ensure:

- effective response procedures are in place and maintained for duress alarms, where such systems are provided. Duress alarms at some WACHS sites may alarm silently to a security company
- a Code Black Emergency Management site procedure is developed to address the threat of violence.

Refer to: WACHS [Duress Alarm Procedure](#).

2.3 Staff Identification Cards

The identification system provides:

- authorised entry into buildings, offices, and parking
- employee identification for transacting business on WACHS hospital/campus sites
- WACHS with a capacity to ensure a safe, secure environment for employees and visitors by requiring employees and visitors to wear identification badges.

Where control by recognition is not feasible and depending upon risk assessment by the responsible person, a pass or staff identification system is to be implemented.

Such cards are to be used as an aid to staff to identify and verify authority to enter. They may also include the necessary features to allow operation of automated electronic access control systems. (Refer to the WACHS [Key Control Procedure](#) for more detail).

An identification/access card is only to be issued to a staff member upon submission of a site/service specific identification/access card form approved by the relevant manager.

Each WACHS hospital/campus site is to maintain a register of all identification cards issued and returned via the electronic access control systems.

Refer to: WACHS [Key Control Procedure](#).
WACHS [Staff Identification Procedure](#).

2.4 Internal and external requests for security footage/data

Requests for accessing security footage and/or data are to be submitted in writing using the [WACHS Security Footage and Data Access Request Form](#) or the [WACHS Security Data Request Access Form \(for Media\)](#) and are to have direct approval from an approved delegated authority.

Refer to: WACHS [Closed Circuit Television Footage and Security Data Policy](#).

3. Roles and Responsibilities

Security Management are responsible for ensuring compliance in relation to the implementation of this policy, 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
- ensuring security systems are in working order and organising repairs where required
- compliance with related procedures for the supply, usage and storage of electronic security systems/equipment
- maintenance of the register of electronic security systems
- training of SOs in the use of electronic security systems.

Security Officer responsibilities include the following:

- completing the relevant system training prior to using them
- conducting regular system audits, logging faults and alerting security management
- appropriate testing of BWCs at each shift
- wearing allocated BWCs at all times while on shift
- activation of BWC for the appropriate incident, including but not limited to Code Black, other threats, emergency incidents and any other events deemed appropriate to capture footage
- ensuring footage captured is recorded and transferred to the related storage facility
- ensuring any CCTV or BWC footage captured has a related security incident reported in the electronic security database
- taking appropriate care of CCTV systems and BWCs and reporting faults to Security Management.

Employees are responsible for:

- being aware of and following security and safety policies and procedures
- using the security equipment / personal protective equipment, such as duress alarms
- participation in consultation and training in security or safety matters, and
- avoiding situations of unnecessary risk.

All staff are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

4. Monitoring and Evaluation

Monitoring is to be undertaken as follows:

- The responsible person is to conduct scheduled audits of the electronic security systems and report to the relevant managers and committees.
- Audits of identification cards are to be undertaken annually to ensure that all information is current and accurate.
- The relevant identification/access card issuing department is to conduct an annual audit to ensure all cards have by returned by staff no longer employed by WACHS. Access is to be deactivated or removed for cards that have not been returned.

Evaluation is to be undertaken as follows:

- 100% of requests for security footage and or data are approved by appropriate authority.
- 100% of duress alarms are tested and reported to the relevant site responsible contact or delegate.
- 100% of identification cards issued are accounted for and reported to relevant managers and committees.
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5. References

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

[AS 4806.1 - 2006: Closed Circuit Television \(CCTV\)](#)

6. Definitions

Term	Definition
Body Worn Camera	A body worn camera (BWC) is a wearable portable audio, video, or photographic recording system. These cameras capture real time audio and video recordings of interactions between Security Officers and the public.

Closed Circuit Television	Closed Circuit Television (CCTV) is a system that uses video cameras to transmit television signals to a specific location displayed on a limited set of monitors. Unlike broadcast television, where the signal is openly transmitted, CCTV operates within a more confined scope.
Code Black	A Code Black is a security incident that may involve a person threat, child abduction, active armed offender or self-harm from height.
Duress Alarm	Duress Alarm means either: <ul style="list-style-type: none"> ▪ fixed duress alarm: a hard-wired alarm system with duress buttons strategically placed throughout the building ▪ pendant duress alarm: a portable device linked to the hard-wired alarm system in the building.
Electronic Access System	An Electronic Access Systems is a swipe or Proximity card system that may also be part of a staff identification system.
Incident	Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.
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.
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.
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.
Surveillance device	A listening device, an optical surveillance device or a tracking device.

7. Document Summary

Coverage	All WACHS Sites
Audience	All Staff
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	<ul style="list-style-type: none"> • Freedom of Information Act 1992 (WA) • Health Services Act 2016 (WA) • Mental Health Act 2014 (WA) • State Records Act 2000 (WA) • Surveillance Devices Act 1998 (WA)
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • MP 0015/16 Information Access, Use and Disclosure Policy • MP 0066/17 Acceptable Use of Information and Communications Technology Policy • MP 0067/17 Information Security Policy • MP 0124/19 Code of Conduct Policy • MP 0159/21 Workplace Aggression and Violence Policy
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Closed Circuit Television Footage and Security Data Policy • Body Worn Camera Procedure • Duress Alarm Procedure • Key Control Procedure • Security Risk Management Policy • Staff Identification Procedure
Other Related Documents	<ul style="list-style-type: none"> • General Disposal Authority for State Government Information, Authority Number DA 2023-004 • Premier's Circular 2021/06 - Registration of CCTV Systems
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 CCTV and BWC use training
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 2341

<u>National Safety and Quality Health Service (NSQHS) Standards</u>	1.29, 1.30, 1.31
<u>Aged Care Quality Standards</u>	Nil
<u>Chief Psychiatrist's Standards for Clinical Care</u>	Nil
<u>Other Standards</u>	Nil

8. Document Control

Version	Published date	Current from	Summary of changes
1.00	24 October 2024	24 October 2024	New policy.

9. 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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