



Video Surveillance Policy

1. Background

Closed circuit television (CCTV) can be effective in reducing or preventing crime if it is part of a broader crime prevention and community safety strategy. CCTV should not be implemented as the only means of addressing crime in public places.

According to the Australasian Health Facilities Guideline 2018 (AHFG), Closed Circuit Television (CCTV) placement is applicable to the following areas:

- emergency unit after hours patient entrance
- ambulance bay after hours entrance
- any entrance used for access to a Birthing Unit after-hours
- any other entrance that is used for the above purposes after-hours
- corridors, courtyards and secure rooms in an Acute Psychiatric Unit which cannot be adequately observed from a Staff Station
- staff and public car parks
- other Units where access control is desirable; e.g. patient care areas including Intensive Care Unit, Paediatric Inpatient Unit, Maternity Inpatient Unit; Pharmacy; Stores; Dangerous Goods Storage.

Unconcealed video surveillance, in a security risk management context, is generally used to achieve the following objectives:

- to deter security incidents e.g. theft, vandalism, violence etc.
- to gather information that may be used in evidence if a crime is committed within view of the camera (where the camera is recording)
- to allow a security incident to be viewed as it is occurring, and an appropriate response to be raised.

It is prohibited under the *Surveillance Devices Act 1998 (WA)* to install CCTV in any change room, toilet facility, shower or other bathing facility at work.

Video surveillance can only achieve its objectives if it is being continuously monitored or being managed in a way that ensures an appropriate response is activated in the event of a violent incident.

This policy is to be read in conjunction with the WACHS [Security Risk Management Policy](#).

2. Policy Statement

The WA Country Health Service:

- supports all employees to identify workplace hazards and risks applicable to themselves, clients, and the organisation
- recognises that video surveillance is a tool which may assist in reducing the incidence of crime in WACHS facilities, or may reduce the risk of adverse events or interactions
- supports the responsible person to determine, in consultation with employees, the need for video surveillance at the WACHS facility based on the results of a risk assessment.

Where the responsible person determines that video surveillance is to be utilised, the following is to apply:

- the video surveillance is to be operated with respect for people's privacy and their right to conduct or engage in lawful activities, and
- appropriate site procedures are to be developed and implemented that are consistent with *Surveillance Devices Act 1998 (WA)* to ensure that all relevant requirements are met.

Where video surveillance is installed at after-hours entrance points, it is to have the following features:

- capacity to identify those who intend to enter with their facial features being recognisable
- include an intercom system to communicate with those who intend to enter, and
- provide a remote mechanism to open the door.

3. Definitions

Closed circuit television (CCTV)	A television system in which signals are transmitted from strategically placed cameras to monitors and / or video recorders on a 'closed loop' via private coaxial fibre-optic cables, telephone lines, infra-red or radio transmission systems. Images are available only to those directly able to view the monitors and/or video recordings. Signals are not publically distributed and access to content is limited by design.
Video surveillance	Surveillance by a closed circuit television (CCTV) system for direct visual monitoring and/or recording of activities on premises or in a place.
Responsible person	The line manager or the person in control of the workplace (where this is not the line manager).

4. Roles and Responsibilities

Please refer to the WACHS [Security Risk Management Policy](#) for identification of roles and responsibilities.

4.1 The responsible person

In accordance with [WA Health Risk, Compliance and Audit Policy Framework](#) (2016), the responsible person is to:

- determine the need for CCTV at the WACHS facility based on the results of a risk assessment to identify security risks, and to determine and implement appropriate controls to eliminate or minimise the risks.
- ensure that signs informing the public of the existence of video surveillance cameras are erected. The signs are placed at each main access point to areas which members of the public are reasonably entitled to use, and which are being monitored. In deciding the design and location of signs, the responsible person at the WACHS facility is to consider [Australian Standard 2342: 1992 – Development, testing and implementation of information and safety symbols and symbolic signs](#)
- ensure that the video surveillance monitoring point for after-hours entrance points is to be a dedicated Security Officer, or a 24 hour Staff Station.

Where continuous monitoring of video surveillance in higher risk areas is not possible, the responsible person is to ensure that the following strategies are to be implemented:

- CCTV is continuously recorded with archived images stored for at least seven days
- a fixed duress alarm is installed within the vicinity of the CCTV camera
- a physical security response is mobilised where the fixed duress alarm is activated
- signage advising staff and others of the need to activate the fixed duress alarm in the event of an incident is displayed in the vicinity of the CCTV camera, and
- regular review of the effectiveness of the above strategies is undertaken to ensure risk and liability are being appropriately managed in a way that maintains the security of staff and others.

The responsible person is, in consultation with employees, to ensure that, where workplace video surveillance is used, appropriate site procedures are developed and implemented that are consistent with *Surveillance Devices Act 1998 (WA)* to ensure that all relevant requirements are met.

4.2 All staff

All staff are to:

- report risks and hazards to the responsible person; and where appropriate
- assist the responsible person to determine the usefulness of video surveillance at their place of work, and
- adhere to the requirements of approved video surveillance site procedures.

5. Release of Video Surveillance Footage

WACHS maintains ownership and control of downloaded video surveillance footage. WACHS may release downloaded CCTV footage to WA Police Service or other government agencies, upon receipt of An Order to Produce, a Subpoena or other formal request. All requests submitted to WACHS must specify the date, location, timeframe and a brief description of the incident captured by WACHS CCTV.

Confirmation of the CCTV footage release must be documented for WACHS record keeping purposes. This may take the form of a WA Police property receipt, a written or email confirmation. CCTV footage release documents are to contain the recipient's name, title, address and signature. Where possible, CCTV footage is not to be emailed or sent by post.

6. Records Management

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System.

[Records Management Policy](#)

7. Evaluation

This policy is to be reviewed in five years (or sooner if required).

8. Legislation

[Surveillance Devices Act \(1998\)](#) (WA)

9. References

[Australasian Health Facilities Guidelines](#), Part C – Design for Access, Mobility, OHS and Security (2018). HCAMC and UNSW, Sydney, NSW

[Protecting People and Property: NSW Health Policy and Guidelines for Security Risk Management in Health Facilities \(2013\)](#). NSW Department of Health, Sydney, NSW

Standards Australia, (1997). [AS/NZ 4485.1:1997 - Security for Health Care Facilities \(General Requirements\)](#). Homebush, NSW

Standards Australia (1997). [AS/NZ 4485.2:1997 Security for Health Care Facilities \(Procedures Guide\)](#). Homebush, NSW

Standards Australia, [AS/NZS ISO 31000:2009 - Risk Management](#). Homebush, NSW.

Standards Australia (1992) [AS/NZS 2342:1992 Development, testing and implementation of information and safety symbols and symbolic signs](#). Homebush, NSW.

10. Related Policy Documents

- WACHS [Access Control Procedure](#)
- WACHS [Security Risk Management Policy](#)
- WACHS [Duress Alarm Procedure](#)
- WACHS [Key Control Procedure](#)
- WACHS [Hazard-Incident Management Procedure](#)

11. Policy Framework

[Risk, Compliance and Audit Policy Framework](#)

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