



**Office of the Information Commissioner**  
Queensland

**Information Privacy and Camera Surveillance Survey**  
**2015**

**Queensland State School Sector Survey Report**

All data and information in this document are believed to be accurate and have come from sources believed to be reliable. Upon completion of the survey, consistency checks, data cleaning and editing were carried out. While this process resolved nearly all of the data issues, some minor issues were still not able to be resolved. Accordingly, the Office of the Information Commissioner cannot guarantee or represent that the data and information are accurate, up to date or complete, and disclaims liability for all claims, losses, damages or costs of whatever nature and however occurring or arising as a result of relying on the data and information, regardless of the form of action, whether in contract, tort (including negligence), breach of statutory duty or otherwise.

The Office of the Information Commissioner wishes to thank all responding agencies for their co-operation.



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# 1 Background

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## 1.1 Overview

This is the report of a survey about government's incorporation of information privacy in its use of camera surveillance in Queensland state schools (IPCS School Survey 2015).<sup>1</sup> The survey was issued April 2015 by the Department of Education and Training (DET) on behalf of the Office of the Information Commissioner (OIC) to Queensland state schools ('state schools').

## 1.2 Objectives

In 2011-12, OIC reviewed the extent to which Queensland government agencies incorporated the *Information Privacy Act 2009* (Qld) (IP Act)'s privacy principles into the design, management and use of camera surveillance. The requirements and recommendations for government agencies were set out in OIC's 2012-13 report:

*Camera surveillance and privacy: Review of camera surveillance use by Queensland government agencies and compliance with the privacy principles in the Information Privacy Act 2009 (Qld).*<sup>2</sup>

As part of the 2011 review, OIC surveyed 179 agencies regarding their incorporation of information privacy in their use of camera surveillance, resulting in 122 survey responses (a response rate of 69.3%). This original survey was conducted with the assistance of the Office of Economic and Statistical Research (OESR), who produced a report on the survey results (OESR Survey 2011).<sup>3</sup>

The IPCS School Survey 2015 is a shorter survey tailored for state schools to identify the current status of government use of camera surveillance in the state school sector with privacy in mind.

## 1.3 References

The IP Act provides safeguards for the handling of personal information in the public sector environment, and allows access to and amendment of personal information.

Under Section 135 of the IP Act, the Information Commissioner can conduct reviews into personal information handling practices of agencies and conduct compliance audits to assess agency compliance with the privacy principles.

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<sup>1</sup> Acronyms used throughout this report are listed in Appendix 1.

<sup>2</sup> Accessible from OIC's website - <https://www.oic.qld.gov.au/about/our-organisation/key-functions/compliance-and-audit-reports>

<sup>3</sup> *Use of Camera Surveillance (CCTV) Survey 2011-12, Survey Report, prepared for Office of the Information Commissioner.* This report was reproduced in full as Appendix 4 of OIC's 2012-13 report of the review.

Queensland State Archive's *Guideline for Managing Closed Circuit Television Records* provides further information about the management of surveillance footage as public records, in accordance with the requirements of the IP Act.

#### **1.4 Administration of IPCS School Survey 2015**

As part of the 2015 review, the OIC in conjunction with DET created a tailored version of the survey (IPCS School Survey 2015) to apply to state schools. This tailored survey was designed to extract information from state schools to populate the overall response from DET, and so was focussed on specific information relevant only to state schools. In collaboration with DET, OIC also tailored some of the wording of the survey instrument to maximise the response rate from state schools. A copy of the IPCS School Survey 2015 instrument is provided in Appendix 2.

DET circulated the IPCS School Survey 2015 to state schools in Queensland and supplied OIC with a file of the survey results for the school sector which did not include school names.

The results were aggregated together in conjunction with the overall DET results and have been reported as part of the department in the report of the IPCS Survey 2015.

DET's survey of Queensland state schools regarding their incorporation of information privacy in their use of camera surveillance resulted in 1151 survey responses. The Department of Education and Training reported 1234 state schools in the 2014-15 financial year.<sup>4</sup>

This report provides survey responses for schools only in response to the IPCS School Survey 2015 and compares the results to the IPCS Survey 2015 for all government agencies. As the survey was condensed and the specific questions tailored to the state school sector, the results for the Queensland state school sector have been reported separately.

#### **1.5 Treatment of comments**

In addition to the standard response categories for each question, the IPCS School Survey 2015 provided state schools with the opportunity to comment in relation to individual questions. In particular, state schools were encouraged to provide comments in relation to areas in which they provided a response other than from the lists provided. State schools were also invited to provide an overall comment in regards to camera surveillance.

A list of de-identified comments is provided in Appendix 3, on a question by question basis.

#### **1.6 Data cleansing**

The data collected was generally internally consistent and comprehensive. A small number of inconsistencies were identified however, some of which resulted in editing of the data in order to remove inconsistencies (data cleansing), as listed in Appendix 4.

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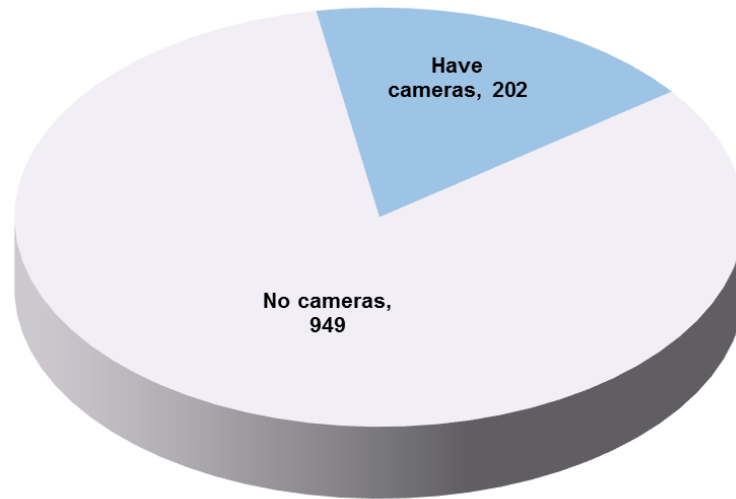
<sup>4</sup> Department of Education and Training *Annual Report 2014-15* page 12.

## 2 Overview

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1151 state schools responded to the survey in 2015. 202 state schools (17.5%) reported operating fixed surveillance cameras in 2015.

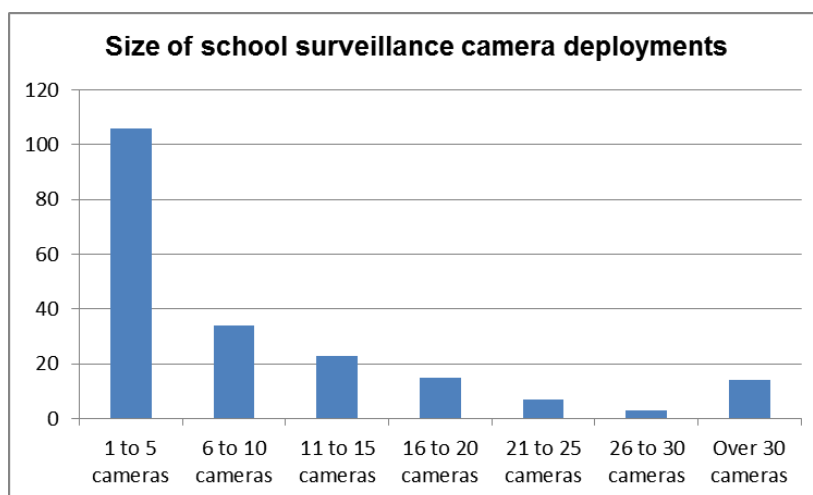
**Proportion of all respondent public schools which operated fixed surveillance cameras**



**Chart 1 Proportion of respondent state schools which operated fixed surveillance cameras**

### *Number of cameras*

The 202 state schools operating cameras reported operating almost 2,000 fixed surveillance cameras in 2015. Although the average holding was 10 surveillance cameras per state school, some state schools reported operating up to over 80 cameras per state school.



**Chart 2 Number of schools of each deployment size**

State schools were likely to operate small fixed camera deployments. Two thirds of state schools with fixed surveillance cameras reported operating between 1 and 10 cameras. Only 14 state schools reported operating more than 30 fixed surveillance cameras.

15 state schools identified that while surveillance cameras were installed at the state school they were not currently being used. Reasons for this included equipment being broken, lack of maintenance, the function of monitored rooms changing, and changeover of staff with loss of knowledge on how to operate the equipment.

## 2.1 Purpose of cameras

State schools reported in the responses to questions and in the comments that the main reasons for having surveillance cameras were property protection; and crime prevention and investigation. Visitor, student and/or staff safety was also a significant reason for implementing camera surveillance by almost half of state schools. A quarter of state schools identified improving their capacity to respond to issues as a reason for having surveillance cameras. One in ten state schools identified another reason for their camera surveillance. State schools were more likely to identify only one or two reasons for implementing camera surveillance (59.7%), compared to other agencies across the Queensland government sector, which were more likely to cite multiple reasons for implementing camera surveillance. 11 state schools specifically commented that their surveillance camera system had worked to achieve an identified purpose, for instance to decrease the amount of vandalism, theft or property damage.

**Table 1 Reasons for installing camera surveillance systems**

Reasons for installing camera surveillance	IPCS School Survey 2015
Property protection	156 (76.1%)
Crime prevention and investigation	145 (70.7%)
Visitor, student and/or staff safety	97 (47.3%)
Improving your capacity to respond to issues, for example, playground bullying	54 (26.3%)
Traffic management	8 (3.9%)
Other (please specify)	23 (11.2%)
All state schools	205 <sup>5</sup> (100%)

Base: Schools that responded to Q3.1.  
Source: OIC, IPCS School Survey 2015.

<sup>5</sup> Four schools answered this question which stated they didn't operate surveillance cameras in response to question 1 and one school which operated surveillance cameras did not provide an answer to this question.

## **2.2 Implementation of policies and procedures**

A quarter of state schools reported having policies and procedures governing the operation of surveillance camera systems to address privacy. This is less than Queensland government agencies in general, where around half of agencies had covered most identified privacy elements in their policies and procedures. However, it should be noted that DET provides policies and procedures governing state school operations from central administration, and so state schools might expect and benefit from a centrally driven set of policies and procedures about camera surveillance.

52 (25.4%) of state schools with fixed camera surveillance had documented policies and/or procedures for the use and administration of surveillance cameras, and the storage, retention and distribution of recordings or images. State schools with larger camera deployments were only slightly more likely to have documented policies and/or procedures for the use and administration of their surveillance cameras (a third of state schools with over 20 cameras).

The survey identified that there is still significant room for improvement in this area.

## **2.3 Making information on surveillance cameras publically available**

Over two thirds of state schools operating camera surveillance systems stated they actively informed the school community about the surveillance.

State schools were most likely to notify the community about the camera surveillance by using signage, for example near the cameras or at entry points to the schools (almost two thirds of schools). This was similar to Queensland government agencies overall. Almost a quarter of state schools provided information to students, staff or parents on request. Written information was routinely provided to students, staff or parents, for example on the website or state school handbook in only 25 state schools. 20 state schools provided information through another method such as school newsletters, as part of enrolment procedures or at school assemblies.



**Table 2 Methods of notifying the school community about camera surveillance**

Methods used	IPCS School Survey 2015
Signage, for example, a sign near the cameras or at entry points to the school	135 (66.5%)
Information provided to students, staff or parents on request	46 (22.7%)
Written information provided to students, staff or parents, for example on the website or school handbook	25 (12.3%)
Other (please specify)	20 (9.9%)
Don't actively inform community	61 (30.0%)
All state schools	203 (100%) <sup>6</sup>

Base: Schools that responded to Q5.1.  
Source: OIC, IPCS School Survey 2015.

## 2.4 Data storage and security of footage

Only a third of state schools that reported having surveillance cameras (71 schools, 35.0%) kept recordings or images from their surveillance cameras for future reference.

State schools reported being most likely to manage access to surveillance camera footage through limiting authorised access to specific individuals, physical security measures and strictly controlling access by anyone from outside the school.

Only 10 state schools ensured access to the footage was documented, for example, in a log, to create an audit trail. 11 state schools adopted other security measures such as having password protection or requiring principal approval for access. Seven state schools did not manage footage formally.

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<sup>6</sup> Two schools answered this question which stated they didn't operate surveillance cameras in response to question 1 and one school which operated surveillance cameras did not provide an answer to this question.

**Table 3 Management strategies to protect surveillance camera footage**

IPCS School Survey 2015	
Individuals can only access the footage if authorised to do so	59 (83.1%)
Limited physical access to recordings, e.g. locked storage	45 (63.4%)
Access by anyone from outside the school is strictly controlled	44 (62.0%)
Access to the footage is documented, e.g. in a log, to create an audit trail	10 (14.1%)
No formal process	7 (9.9%)
Other (please specify)	11 (15.5%)
All state schools	71 (100%)

Base: Schools that kept recordings or images from surveillance cameras for future reference.  
Source: OIC, IPCS School Survey 2015.

State schools commented that footage was most likely to be stored on a hard drive (33 schools), on the camera system (9 schools), on a digital video recorder (4 schools), electronically (4 schools) or on the school computer network (5 schools). 26 state schools provided information on how long footage was retained, which varied from being wiped daily to four months, or only deleted once the memory was filled. Of the 26 state schools providing information about how long the footage was kept, the most common report was that footage was kept for 2 to 4 weeks (10 schools). A number of state schools did not retain footage at all but only used the cameras as a live feed. 15 state schools also outlined their procedure for retaining footage of specific incidents.

## 2.5 Disclosure of camera surveillance footage

Over half of state schools (58.9%) which operated surveillance cameras had received a request for access to the footage in the past 12 months. This was lower than for government agencies overall, where 74.5% of Queensland government agencies had received a request.

The majority of state schools which had received a request identified that the requests were received from an individual or entity seeking footage of another individual. 11 state schools identified that the Queensland Police Service had requested access to camera surveillance footage. 10 state schools identified staff had accessed the footage.

86 state schools provided information on the number of requests for footage they had received in the past 12 months. In total, 261 requests to access footage were reported. Over half of the requests were by an individual or entity seeking footage of another individual. Over 100 requests were by other entities the majority of which were from staff, and in at least two cases a parent. Only four requests were made by an individual seeking footage of themselves.

The most requests an individual state school reported receiving was 22 requests in the previous 12 months.

**Table 4 Requests for access to camera surveillance footage in the previous 12 months**

IPCS School Survey 2015			
Had received a request for access	119 (58.9%)		
All state schools	202 (100%)		
Who the request was received from:	Number of schools	Number of requests	Number of schools that tracked the number of requests
An individual seeking footage of themselves	4 (3.3%)	4	2
An individual or entity seeking footage of another individual, for example, the Queensland Police Service	100 (83.3%)	150	71
Other	27 (22.5%)	107	20
All state schools	120 (100%) <sup>7</sup>	261	86

Base: Schools that responded to Q10, Q11 and Q15.  
Source: OIC, IPCS School Survey 2015.

Only a third of state schools (34.2%) had a formal process for requests to access footage, for example, by filling in a form.

## 2.6 Private sector contractors

State schools reported being very unlikely to have their camera surveillance system operated in full or part by a private sector contractor. Only three out of 202 state schools reported that their school surveillance camera system operated in part or fully by a private sector contractor.

## 2.7 Publication of camera surveillance footage online

State schools were asked whether 'Live' feeds or recordings from the surveillance camera system were available or published on the internet. None of the state schools surveyed reported making a 'Live' feed or recordings from the camera surveillance system available on the internet.

<sup>7</sup> One school provided information that it had received a request from an individual or entity seeking footage of another individual while they had responded to Q10 that they had not received any requests for access to footage.

## Appendix 1 – Commonly used acronyms

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DET	Department of Education and Training, the departmental name since 16 February 2015 – <a href="http://www.psc.qld.gov.au/assets/Summary-of-MOG-Changes-16-Feb-2015.pdf">www.psc.qld.gov.au/assets/Summary-of-MOG-Changes-16-Feb-2015.pdf</a>
DETE	Department of Education, Training and Employment, the departmental name up until 16 February 2015– <a href="http://www.psc.qld.gov.au/assets/Summary-of-MOG-Changes-16-Feb-2015.pdf">www.psc.qld.gov.au/assets/Summary-of-MOG-Changes-16-Feb-2015.pdf</a>
IP	Information Privacy or ‘in progress’ depending on context
IP Act	<i>Information Privacy Act 2009</i> (Qld)
IPCS Survey 2015	Office of the Information Commissioner, Information Privacy and Camera Surveillance Survey, 2015
IPCS School Survey 2015	Office of the Information Commissioner, Information Privacy and Camera Surveillance Survey for State Schools, 2015
OESR	Office of Economic and Statistical Research, now the Government Statistician
OESR Survey 2011	Original survey conducted in 2011, resulting in OESR’s report: <i>Use of Camera Surveillance (CCTV) Survey 2011-12, Survey Report, prepared for Office of the Information Commissioner.</i>
OIC	Office of the Information Commissioner
RTI	Right to Information
RTI Act	<i>Right to Information Act 2009</i> (Qld)
State schools	Queensland state schools

## Appendix 2 – Information Privacy Camera Surveillance School Survey 2015

Q #	Question	
Q1	Do you have fixed surveillance cameras installed at your school? (If yes, please specify how many)	
Q2	Does your school have documented policies and/or procedures for the use and administration of surveillance cameras, and the storage, retention and distribution of recordings or images?	
Q3	What are the reasons for having surveillance cameras? (Please select each reason that applies, you may choose more than one option)	
	Q3.1	Visitor, student and/or staff safety
	Q3.2	Property protection
	Q3.3	Crime prevention and investigation
	Q3.4	Traffic management
	Q3.5	Improving your capacity to respond to issues, for example, playground bullying
	Q3.6	Other (please specify)
Q4	Do you actively inform the school community about the surveillance cameras installed at your school?	
Q5	How do you inform the school community of this? (You may choose more than one option)	
	Q5.1	Signage, for example, a sign near the cameras or at entry points to the school
	Q5.2	Written information provided to students, staff or parents, for example on the website or school handbook
	Q5.3	Information provided to students, staff or parents on request
	Q5.4	Other (please specify)
Q6	Are any recordings or images kept for future reference?	
Q7	Is access to recordings or images managed by any of the following?	
	Q7.1	Individuals can only access the footage if authorised to do so
	Q7.2	Access to the footage is documented, e.g. in a log, to create an audit trail
	Q7.3	Access by anyone from outside the school is strictly controlled
	Q7.4	Limited physical access to recordings, e.g. locked storage
	Q7.5	No formal process
	Q7.6	Other (please specify)
Q8	Please state how recordings are stored.	
Q9	Has anyone ever requested access to the recordings, for example, to view recordings or get a copy to identify persons or incidents?	

Q #	Question	
Q10	Have you received requests from any of the following for access to surveillance camera footage?(Please select each reason that applies, you may choose more than one option, and specify how many times in the past 12 months)	
	Q10.1	An individual seeking a recording of an image of themselves
	Q10.2	An individual or entity seeking a recording or image of another individual or incident, for example the police
	Q10.3	Other (please specify)
Q15 <sup>8</sup>	How many times in the past 12 months have you received requests for access to surveillance camera footage from the following:	
	Q15.1	An individual seeking a recording of an image of themselves
	Q15.2	An individual or entity seeking a recording or image of another individual or incident, for example the police
	Q15.3	Other (please specify)
Q11	Does this access occur formally, for example, by filling in a form to request a copy of the recording?	
Q12	Is your school surveillance camera system operated in part or fully by a private sector contractor? For example, remotely monitored, viewed, manipulated, managed or recorded. This does not refer to maintenance, repair or servicing of equipment.	
Q13	Are the "Live" feeds or recordings from the surveillance camera system available or published on the internet?	
Q14	General Comments. This section provides an opportunity for comments to identify additional responses that were not catered for in the set options, and for general comments.	

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<sup>8</sup> OIC notes that this question is presented out of order.

## Appendix 3 – Comments by state schools

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The de-identified list of state school comments is provided below.

Notes:

- Similar comments are grouped and the number of agencies with the response listed. Where individual comments provided more specific information these comments are listed following the comment category.
- All agency names and specific agency references have been removed from comments to preserve anonymity. In their place is either [school] or [contractor] etc.
- Where an agency comment has included multiple points of interest (for instance two sentences dealing with two separate topics) the comments may have been split into separate comments or listed twice to enable analysis and grouping across comments and preserve agency anonymity.
- Minor spelling and formatting changes (such as capitalising the initial word or adding a full stop to a sentence) have been applied to comments to assist legibility.
- A list of common acronyms identified in comments are published at the end.

	Question
Q3	What are the reasons for having surveillance cameras? - Other
	<p>Sickbay / room (9 state schools had 9 comments of this type):</p> <ul style="list-style-type: none"> <li>• help supervise sick room</li> <li>• monitor students in health room</li> <li>• monitoring students in sick bay</li> <li>• sick bay</li> <li>• sick room</li> <li>• to monitor first aid room from office</li> <li>• Not in operation. Use to be in the sick bay so office staff could monitor students. The sick bay has now moved and the camera is present, but not used, in the photocopy room.</li> <li>• first aide room view (no recording - real time only)</li> <li>• monitoring students in first aid rooms</li> </ul> <p>Installed at site build (4 state schools had 4 comments of this type):</p> <ul style="list-style-type: none"> <li>• it was installed when school was built</li> <li>• new school installed in the building of stage 1</li> <li>• PPP school. Part of the build.</li> <li>• specification for a new build to cover the above aspects</li> </ul> <p>Not categorised (10 state schools had 10 comments):</p> <ul style="list-style-type: none"> <li>• after a major attempted break-in</li> <li>• deterrent value only - not recording</li> <li>• evening classes</li> <li>• honour system refectory (Micromarket)</li> <li>• monitoring and supporting students who are acting out or emotionally dysregulated</li> </ul> <p style="text-align: right;"><i>(contd)</i></p>

<i>contd</i>	<p>Not categorised: (<i>contd</i>)</p> <ul style="list-style-type: none"> <li>• Monitoring the distance education room. No. Recordings.</li> <li>• OSHC monitoring of toilets and other play areas</li> <li>• perception of monitoring</li> <li>• Student Bikes</li> <li>• to open boom gate for deliveries</li> </ul>
<b>Q5</b>	How do you inform the school community of this? - Other
	<p>Newsletter (6 state schools had 6 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• newsletter</li> <li>• newsletter notes</li> <li>• school newsletter</li> <li>• school newsletter annually</li> </ul> <p>Verbal (4 state schools had 4 comments of this type):</p> <ul style="list-style-type: none"> <li>• class teacher explains use and reason for cameras</li> <li>• students informed on assembly</li> <li>• verbal advice to students and parents</li> <li>• verbal announcement/reminders during whole school parades</li> </ul> <p>Enrolment day / procedures (2 state schools had 2 comments of this type):</p> <ul style="list-style-type: none"> <li>• All parents verbally advised as part of enrolment procedures</li> <li>• At enrolment days and interviews</li> </ul> <p>Individual disclosure when required (2 state schools had 2 comments of this type):</p> <ul style="list-style-type: none"> <li>• students in sick bay for extended periods (10+) are shown where the camera is and the purpose explained</li> <li>• when incidents occur on a case by case basis</li> </ul> <p>P&amp;C (2 state schools had 2 comments of this type):</p> <ul style="list-style-type: none"> <li>• through the P&amp;C</li> <li>• P&amp;C meetings</li> </ul> <p>Not categorised (5 state schools had 6 comments):</p> <ul style="list-style-type: none"> <li>• ICT agreement</li> <li>• information provided to student, staff or parents</li> <li>• parent handbook</li> <li>• Parent Connect meetings</li> <li>• School Council meeting</li> <li>• school property around school</li> <li>• (<i>contd</i>)</li> </ul>
<b>Q7</b>	Is access to recordings or images managed by any of the following? - Other
	<p>Limited who is approved to access (8 state schools had 8 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• access only to police and principal and deputy principals</li> <li>• all access is principal approved</li> <li>• BSM &amp; DP access only</li> <li>• only Principal and [contractor] have login details</li> <li>• PIN only known by members of the executive management team</li> <li>• password only known by Principal and DP</li> <li>• Senior management team and school owners (PPP) access the footage if required</li> <li>• written approval by GO or above required to access the footage which is burnt to a DVD and destroyed afterwards</li> </ul> <p>Footage is stored under password protection (5 state schools had 5 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• access to recording is by PIN</li> <li>• Log in/passwords required to access</li> <li>• password only known by Principal and DP</li> <li>• password protected</li> <li>• PIN only known by members of the executive management team</li> </ul> <p style="text-align: right;"><i>(contd)</i></p>



<i>contd</i>	<p>Recording deleted (3 state schools had 3 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• recording deleted automatically after a period of time</li> <li>• tapes in Public and Student Reception are wiped daily; tapes from camera monitoring property outside the Resource Centre are cleared fortnightly</li> <li>• written approval by GO or above required to access the footage which is burnt to a DVD and destroyed afterwards</li> </ul> <p>Not categorised (3 state schools had 3 comments):</p> <ul style="list-style-type: none"> <li>• access to this information is strictly monitored</li> <li>• footage reviewed rarely-only when needed</li> <li>• only one desktop holds access to view (authorised viewer) BSM</li> <li>• <i>(contd)</i></li> </ul>
<b>Q8</b>	<p>Please state how recordings are stored.</p>
	<p>Where stored - Hard drive (33 state schools had 33 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• on secure computer hard drive</li> <li>• cameras saved to hard drive</li> <li>• digitally on the computer hard drive kept within a locked data room</li> <li>• downloaded to files on Deputy or Principal computer</li> <li>• electronically stored on the hard drive of the local computer (no network access) for a period until the hard drive is exceeded (approximately 2 months)</li> <li>• for 7 days on Hard drive</li> <li>• hard disk recordings with a two week loop-over time</li> <li>• hard drive</li> <li>• hardwired rack installed recorder with internal harddrive in admin data room</li> <li>• on a server</li> <li>• on a secure server locked within the server room</li> <li>• on a computer in the locked data store</li> <li>• on a hard disk drive and accessed when required</li> <li>• on a Hard Drive with a Loop, images are written over once drive is full</li> <li>• on a separate computer drive from main server</li> <li>• on a separate drive</li> <li>• on an individual server connected to the surveillance system in secure location with controlled access and password protection</li> <li>• on dedicated server with restricted access in a locked room</li> <li>• on hard drive</li> <li>• on the main school server</li> <li>• recorded back to hard drive located within in administration building</li> <li>• recorded to server</li> <li>• recordings a stored on a hard drive on the computer</li> <li>• recordings are stored on hard disk as part of system installation</li> <li>• Recordings are stored on two Network Attached Storage (NAS) Boxes.</li> <li>• Stand alone hard drive. Cameras are not connected to the network.</li> <li>• stored on a hard drive</li> <li>• stored on a HDD stored in a locked cabinet</li> <li>• stored on a server in the server room</li> <li>• the recordings are held on a hard drive that is only accessible through one computer, BSM, should the need arise to review footage</li> <li>• they are recorded and then onto a computer laptop in the library office</li> <li>• We have stored footage twice. Footage is downloaded and saved to desktop of computer which is located in a secure store.</li> </ul> <p>Where stored – Camera system (9 state schools had 9 comments of this type):</p> <ul style="list-style-type: none"> <li>• archived for up to 30 days on redundant hard drives on CCTV server</li> <li>• one camera records to a self contained SD card</li> <li>• recorded on the monitoring device</li> <li>• recordings are stored digitally via the equipment</li> <li>• recordings are stored on the CCTV hard drive and automatically over written every 30 days <i>(contd)</i></li> </ul>

<i>contd</i>	<p>Where stored – Camera system: (<i>contd</i>)</p> <ul style="list-style-type: none"> <li>• recordings are stored on the hard drive of the surveillance computer</li> <li>• recordings are stored on the hardware that comes with the camera</li> <li>• recordings are stored on the main harddrive of the security camera system that is located in a locked server room in the staff area of the resource centre</li> <li>• recordings stored on camera data control box</li> </ul> <p>Where stored - Network (5 state schools had 5 comments of this type):</p> <ul style="list-style-type: none"> <li>• [number] are on the school network</li> <li>• School network under restricted access</li> <li>• Stored on private folder on the member server.</li> <li>• Secured directory on G Drive, limited to BSM, DPs and Principal.</li> <li>• the equipment is in the secure store centre of network</li> </ul> <p>Where stored – Digital video recorders (4 state schools had 4 comments of this type):</p> <ul style="list-style-type: none"> <li>• digital Video Recorders in each block with cameras</li> <li>• DVR records</li> <li>• three cameras record to a dvr which is housed in the [contractor] office</li> <li>• within the DVR on HDD until overwritten unless copied off for a specific incident</li> </ul> <p>Where stored - Electronically (4 state schools had 4 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• Digitally</li> <li>• Electronically</li> <li>• Electronically stored</li> </ul> <p>Where stored - Other (4 state schools had 4 comments of this type):</p> <ul style="list-style-type: none"> <li>• Filetrack system in locked filing cabinet</li> <li>• one camera records to a self contained SD card (trail cam in ag area)</li> <li>• secure file</li> <li>• they are stored on a tape</li> </ul> <p>Time period footage was retained (26 state schools had 27 comments of this type):</p> <ul style="list-style-type: none"> <li>• tapes in Public and Student Reception are wiped daily</li> <li>• for 7 days on Hard dive</li> <li>• they are stored on a tape for a week then it is recorded over the top</li> <li>• rewritten each week</li> <li>• hard disk recordings with a two week loop-over time</li> <li>• images are stored for 2 weeks only and overwritten continually</li> <li>• video is recorded over after 2 weeks automatically</li> <li>• tapes from camera monitoring property outside the Resource Centre are cleared fortnightly</li> <li>• archived for up to 30 days</li> <li>• automatically over written every 30 days</li> <li>• digital copy for 30 days then over written</li> <li>• hard disk drive is erased every month</li> <li>• DVR records for 4 weeks</li> <li>• overwritten after 1 month</li> <li>• recordings are stored for up to a month and then taped over</li> <li>• recordings are only kept for 35 days and then automatically deleted</li> <li>• cameras saved to hard drive and stored for 4 to six weeks</li> <li>• 2 are stand alone &amp; are erased automatically every 6 weeks</li> <li>• electronically stored on the hard drive of the local computer (no network access) for a period until the hard drive is exceeded (approximately 2 months)</li> <li>• 90 days</li> <li>• 90 days on secure computer hard drive</li> <li>• recordings stored on camera data control box, goes back from current date for four months</li> <li>• on a Hard Drive with a Loop, images are written over once drive is full</li> <li>• Recordings a stored on a hard drive on the computer. It's on a continuous cycle once memory is filled.</li> <li>• rolling tape</li> <li>• within the DVR on HDD until overwritten unless copied off for a specific incident</li> </ul> <p style="text-align: right;"><i>(contd)</i></p>
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<i>contd</i>	<p>Time period footage was retained: <i>(contd)</i></p> <ul style="list-style-type: none"> <li>• records expire after set period</li> <li>• unsure of how long recordings go back</li> </ul> <p>Secondary storage (15 state schools had 15 comments of this type):</p> <ul style="list-style-type: none"> <li>• downloaded to files on Deputy or Principal computer</li> <li>• exported stills relating to incidents are held on a secure folder on a network share</li> <li>• hard copy may be attached to student behaviour management records</li> <li>• if a recording is needed by a deputy or the school based police officer, Facilities Administration Officer stores the required area and time period onto a USB</li> <li>• if footage is required to give to the police it is saved to a USB</li> <li>• if footage is used in an investigation the footage is saved to external device and logged</li> <li>• if images are required for investigating an issue, they are stored on a CD or the school server for future reference/evidence</li> <li>• if need for longer the required data is saved to a file.eg Vandalism or break and enter evidence is kept for the police</li> <li>• on DVD or USB, screen shots</li> <li>• Only attached to one school incidents. No others kept.</li> <li>• Recordings are copied onto a USB and provided to police when required. It is also stored in a folder on the restricted Admin drive.</li> <li>• Recordings of illegal activity are kept to be given to the police. After QPS have finished with the recordings, they are deleted.</li> <li>• Security footage is stored as needed for police investigations. Any images are stored as stills on a USB with the principal.</li> <li>• where an incident has occurred that requires response by either school or police &amp; is noted within a month of it occurring, this is saved on to a USB</li> <li>• Within the DVR on HDD until overwritten unless copied off for a specific incident. Break in, vandalism or theft of personal property.</li> </ul> <p>Security (17 state schools had 20 comments of this type):</p> <ul style="list-style-type: none"> <li>• card access only to authorised personnel as delegated by the Principal</li> <li>• each [computer] is stored in a secure lockable location</li> <li>• in a locked, fireproof room</li> <li>• in a locked cabinet</li> <li>• in a locked room</li> <li>• in a secure area using ACL</li> <li>• in library, special IT room that is locked</li> <li>• in locked filing cabinet</li> <li>• in secure location with controlled access and password protection</li> <li>• kept within a locked data room</li> <li>• located in a locked server room in the staff area of the resource centre</li> <li>• located in a secure store</li> <li>• located within in administration building</li> <li>• locked within the server room</li> <li>• network access to these [computers] is username/password protected</li> <li>• only accessible through one computer, BSM, should the need arise to review footage</li> <li>• recording machine in a locked room in a locked building</li> <li>• restricted access</li> <li>• there is a logon to access the program</li> <li>• with restricted access in a locked room</li> </ul> <p>Who has access (7 state schools had 7 comments of this type):</p> <ul style="list-style-type: none"> <li>• access is to Admin User Group (Principals Only)</li> <li>• accessible only by OC Technician, Principal, DP and BSM</li> <li>• card access only to authorised personnel as delegated by the Principal</li> <li>• limited to BSM, DPs and Principal</li> <li>• limited staff access &amp; no student access or public access</li> <li>• P&amp;C Canteen convenor manages the cameras in the canteen. BSM manages the admin cameras.</li> <li>• viewed only by the IT staff</li> </ul> <p style="text-align: right;"><i>(contd)</i></p>
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<i>contd</i>	<p>Not categorised (5 state schools had 5 comments):</p> <ul style="list-style-type: none"> <li>• most of the cameras don't work and haven't worked effectively since the school was constructed</li> <li>• no backup or internet streaming</li> <li>• recordings saved from 4pm to 7am weekdays and all weekend and school holidays</li> <li>• security software storage/archived</li> <li>• the camera system is currently not working</li> </ul>
<b>Q10</b>	Have you received requests from any of the following for access to surveillance camera footage? - Other
	<p>Access by police (11 state schools had 11 comments of this type). For example:</p> <ul style="list-style-type: none"> <li>• I supply copy of incidents to the police</li> <li>• police</li> <li>• police request more than 12 months previous</li> <li>• provided to police after break in</li> </ul> <p>Access by staff (10 state schools had 10 comments of this type):</p> <ul style="list-style-type: none"> <li>• [school] Deputies/Principal</li> <li>• by DET staff only</li> <li>• class teacher following parent allegation</li> <li>• never than school officers</li> <li>• only internal EQ staff</li> <li>• principal or Deputy seeking clarification re an assault or theft of property</li> <li>• school staff use the system to determine incidents</li> <li>• school's own staff</li> <li>• staff</li> <li>• teaching staff</li> </ul> <p>Not categorised (8 state schools had 8 comments):</p> <ul style="list-style-type: none"> <li>• internally</li> <li>• neighbouring Secondary School</li> <li>• NIL</li> <li>• only when a bike goes missing</li> <li>• parents seeking clarification of behaviour management incidents - view only</li> <li>• parents wanting verification of student actually accessing another student's belongings</li> <li>• [school]</li> <li>• State Government Security</li> </ul>
<b>Q14</b>	General Comments
	<p>[School] follows the EQ Guidelines for the use of the Security Cameras. Viewing of the tapes is strictly restricted to the HOD of the department, BSM and Principal if required. Signage is placed notifying persons that security cameras are in use.</p> <p>[School] Campus, full time residential campus for students Year 7 to Year 12. CCTV system designed/operated to ensure clients safety 24/7 School Term. [Contractor] monitor.</p> <p>[Schools] share this site. Surveillance camera system not fully operational &amp; has not been for some time. We received a quote of \$25k to fix the problem with the system. Neither school has been in a position to fund the repairs.</p> <p>A couple of years ago, we had a series of break-ins, so installed the cameras. Put in newsletter about installation of cameras. Break-ins stopped. Have not had any break-ins in a number of years. Hope the cameras are still working. (LOL).</p> <p>Access by school based police only.</p> <p>All surveillance systems are school funded and as such replacement and maintenance costs are expensive.</p> <p>Although there is an old system in place it is not currently in use - we are looking at updating the current system to a high specification more user friendly upgrade through a state Government security approved and appointed supplier.</p> <p>As a new school, the cameras were installed and we are in the process of writing policies for management of the cameras.</p> <p>As a PPP school [contractor] installed and service the cameras and hardware.</p> <p>Break-ins and vandalism have dramatically declined since the cameras were installed over 5 years ago.</p> <p>Camera quality can be an issue when identifying people and there are significant 'black' zones, however they have been critical in ascertaining the identity of those responsible for initiating violent conflicts.</p> <p>Camera viewing is in a secure area of the school and we have 3 trained staff members with permission to access via password to keep security top priority.</p> <p style="text-align: right;"><i>(contd)</i></p>

<i>contd</i>	<p>Cameras are used for monitoring only eg. sick bay monitored from the office. Recording capability is there but is not used.</p> <p>Cameras are used to monitor students in the sick bay as there is not direct visual for office staff. Cameras feed back to a monitor on the first aid officers desk.</p> <p>Cameras currently not working. Significant crime in the area. Cost to reinstate security cameras is significant. Other needs generally override this.</p> <p>Cameras in this school are not generally operational and are installed as a deterrent only.</p> <p>Cameras installed in response to incidents that have occurred in the past. Cameras installed reactively, not proactively.</p> <p>Cameras put in to protect students belongings - request from parents to help stop stealing.</p> <p>Cameras were installed by DET as part of the build for a new school. They are in traffic areas to identify non-authorized persons after hours involved in property damage and theft and/or students who may be causing damage during school hours.</p> <p>Cameras were installed in reception area after several occurrences of theft. Covers entrances, secure store entry and receipting area. Security policy was implemented as part of the installation.</p> <p>Cameras were placed at the school by Education Queensland, not in response to any actions from the school. We should, however have lots more to assist with the day to day running of the school.</p> <p>Cameras were purchased at school expense to address massive vandalism. Nearby schools didn't and were given million dollar fences, which we did not receive. Vandalism has decreased significantly as a direct result of our prominent cameras.</p> <p>Desktop has access to footage, on a password protected DETE computer in the [contractor] Office. Signs are posted; school handbook states security cameras are used to ensure compliance. Only the food and point of sales are under surveillance.</p> <p>EQ employees don't seem to know a lot about the requirements for installation and operation within a school. Then we have to source our means to install and investigate options.</p> <p>Footage has been useful in ensuring safety of staff and/or students and in ensuring security of facilities.</p> <p>I believe it is possible to view the security footage on line with our security system but we have not set our system up to do that. Our security contractor was not sure how to do it.</p> <p>I would be very supportive and interested in accessing a camera surveillance package that provided the infrastructure along with the required documentation and communication to be compliant.</p> <p>I would like full installation of cameras around the school.</p> <p>Images are not for general use but are only accessed for police investigation.</p> <p>Information has only been provided to our school-based police officer, not police from general duties.</p> <p>No recording function possibly at all, simply a monitor of the admin area to respond to urgent need by principal.</p> <p>Our cameras record still images that are deleted each day unless there has been an incident. They are only used outside school hours and when we have had a property incident at the school. They are not fixed nor do they have any type of live feed.</p> <p>Our only camera is used in our sick bay to monitor students who are in attendance in that room. We have no other way of keeping a visual of the students when in sick bay. There is a sign notifying people of the camera.</p> <p>Our school is looking to install some surveillance cameras to monitor the Tuckshop/Uniform shop as well as key entrance points.</p> <p>Our surveillance cameras were purchased off the shelf. They are wiped every two weeks. We installed them mainly as a deterrent to unwanted night visitors.</p> <p>Policy and processes under review with new Principal and [contractor].</p> <p>Principal delegates the download of requests to individuals who have access to the system for police purposes.</p> <p>Recently installed CCTV in Administration Block-four cameras. The other CCTV is in our Trade Training Centre-two cameras. We only access if we have a break and enter. Signage is displayed for awareness and staff and students have been informed.</p> <p>Recordings stored for 2 weeks - never transferred to the Police. Police viewing of recordings by formal request documentation. System maintained/managed by school's facilities officer and IT technician under supervision of the BSM and the Principal.</p> <p>Security cameras are in the office, not accessed, nor any recordings done in the last 9 years. The units are old as is the technology. We are looking at new units and if purchased, will have policies &amp; procedures to handle all the implications.</p> <p>Security system for the school not functioning from end 2014 outdated and costly to replace. A security system working at Library external and internal. Persons who view this data are Police Principal Deputy Principal to assist in identification.</p> <p>Signage exists for CCTV and has been the only audit requirement by DET.</p> <p>Since installing the cameras in the school, there has been a marked decrease in vandalism and break-ins. We went from incidents most weekends to almost never following installation.</p> <p>Still photos only mainly used a deterrent. No storage of images for future reference.</p> <p>Surveillance Camera System was installed in consultation with Regional System Technicians and other relevant head office personal.</p>
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<i>contd</i>	<p>Surveillance camera was installed due to water being stolen from the school water tanks. This has been successful in stopping the theft.</p> <p>Surveillance cameras have reduced damage to school property.</p> <p>Surveillance cameras were installed before my time at the school. They are not in working order currently.</p> <p>The [school] has signs to indicate CCTV in use on grounds.</p> <p>The camera is not functioning but is installed overlooking the pool area.</p> <p>The camera is to protect student bikes, is very rarely needed, as very few bikes go missing, no one outside school, has ever been provided with any footage, on very rare occasions a student or parent has been allowed to view some footage.</p> <p>The cameras are in place around our adventure playgrounds due to vandalism in the school over holidays and weekends.</p> <p>The cameras are installed but are not yet up and running. They were originally placed as a deterrent, with some cameras being purely dummies.</p> <p>The cameras are used as a deterrent. Since the installation of the cameras there has been no reported vandalism or school break ins.</p> <p>The cameras at [school] are fitted near problem areas where vandalism has occurred in the past. The cameras were fitted at the recommendation of our local police.</p> <p>The cameras have been in the Library and facing an internal school road for many years, they are there for the specific purpose of Traffic management on 2 dangerous blind corners and to prevent computer theft.</p> <p>The cameras have not recorded images for at least 3 years.</p> <p>The cameras are only operational after school closes each day and on weekends. They are not in use during the school day.</p> <p>The CCTV system is in our school as part of the PPP build. We have not yet had a great need to use this facility.</p> <p>The fixed cameras are currently non-operational and have been for some time and no funds in current budget have been set aside to fix the cameras/operating system.</p> <p>The footage viewed by staff is generally viewed and rarely copied. On only a very few occasions over the past 10 years has footage been copied to aid a police investigation for out of school hours incidents.</p> <p>The installation of cameras has decreased the amount of vandalism significantly.</p> <p>The only camera in the school is in the Swimming Pool due to damage on the pool on weekends, these cameras only operate during the time that the pool is unoccupied.</p> <p>The only time the police request to look at the back up tapes is if there has been a break-in and property has been damaged.</p> <p>The P&amp;C installed the cameras to assist with their OHSC and Gym clubs.</p> <p>The Principal, Deputy Principals and [contractor] are the only staff who have access to the school video cameras. Recordings are stored on the DVR until the HDD is full. Depending on the age of the DVR this is usually a couple of weeks to a month.</p> <p>The school could do with more cameras but has limited funds to purchase and install on a large site, especially at the [facility].</p> <p>The school has been advised to consider installing security surveillance in various areas around the buildings due to ongoing vandalism after school hours.</p> <p>The school has surveillance cameras installed but not currently being used.</p> <p>The school is in the process of receiving a new high security fence. After the fence is completed we will monitor any vandalism and/or graffiti and ascertain if the security cameras are still required or whether the system requires upgrading.</p> <p>The School may, in time, investigate the cost of replacing the current system with an up to date, less complicated, CCTV system.</p> <p>The section of documented policies and procedures is not an easy question. I have tried to find our Policies and procedures to answer this question and there is nothing on the PPR. Please provide a sample policy and procedure so this can be implemented.</p> <p>The security installed at [school] can only record between the hours of 6:00pm and 6:00am during the week and 24hrs over the weekend. The recordings are automatically deleted after 5 days.</p> <p>The surveillance camera is currently not working and just there to deter people from using committing a crime in the school during weekends/holiday periods.</p> <p>The surveillance cameras were installed as part of the [facility] package. Images are only viewed in the event of damage to the facilities. The only utilization was by the School Based Police Officer following a vandalism attack.</p> <p>The system is only used for school purposes. There is no advertisement of recordings on any media.</p> <p>The system was installed by the previous Principal and no one really knows how to use the system since he left.</p> <p>The two surveillance cameras are used to send images from the health room to the office to ensure constant monitoring of students in sick bay when the health room cannot be attended in person by a member of the school staff.</p> <p>The CCT cameras were installed in Both Stage A and Stage B of construction. My understanding is that additional cameras will be installed during the final, construction stage.</p>
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<i>contd</i>	<p>There cameras were installed in 2001, they are no longer active. There is no vision viewable, they are dummy cameras.</p> <p>There was an attempted break in office - broken doors etc. we purchased a reasonable inexpensive camera to have in that area, live after school hours, as a protection measure. We do have signs around the school. No one has ever asked.</p> <p>These are only viewed if an incident occurs or reported. Kept for only one month then over ridden. Not available to anyone other than school personnel and sometimes shown to parent of offender. Never permitted to keep a copy.</p> <p>This is only a camera with no recording possible.</p> <p>This system was in place when I became principal here. I cannot find any policy and procedures documents relating to the system.</p> <p>Use of the surveillance cameras are primarily for protection of property, damage, graffiti or theft.</p> <p>Video Footage has been instrumental on a number of occasions in identifying individuals who accessed the school property after hours for the purposes of vandalism and theft.</p> <p>We are a school located in a [number] level High Rise building in an inner city urban village, is really only for student/staff safety and the images.</p> <p>We have notices in all public accessible areas displaying required information.</p> <p>We have only a couple of cameras in key areas monitoring during out of school hours. We would like to extend the cameras around school though the costs are too prohibitive.</p> <p>We keep this simple, personal and private. This is on a needs basis for the safety of all on site.</p> <p>We run a live feed of the port racks outside of the library to a monitor at the library desk. Both the camera and display monitor are highly visible to all. At this stage we do not record the image.</p> <p>We use a camera to supervise ill students in our Health room which is not able to be supervised by staff from their usually work stations.</p> <p>We would intend to gradually increase camera installation across the school to improve security and to protect property. We would happily become involved in policy development to ensure any guidelines are met.</p> <p>Would like to install cameras at entry to our bathrooms. Lack of info. available regarding the use of cameras/Dept policies etc has prevented taking further steps at present. Is there a whole Govt policy re. best way to implement the use of these?</p>
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### **Common Acronyms used in comments:**

CCTV	Closed-circuit television
DET/DETE	Department of Education and Training
DP	Deputy Principal
EQ	Education Queensland
GO	Governance Officer
HDD	Hard disk drive
HOD	Head of department
ICT	Information and communications technology
OSHC	Outside school hours care
P&C	Parents and Citizens
PPP	Public private partnership

## Appendix 4 – Data cleansing

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Upon completion of the survey, OIC conducted consistency checks, data cleansing and editing on the survey responses. The main issues are below, together with the actions taken:

- In two cases, state schools specified that they had surveillance cameras to question 1 and provided information on their cameras, but did not supply the number of cameras. In these cases, either 1 or 2 cameras were entered as the number of cameras, depending on whether the information provided by the school specified that they had more than one camera.
- One state school specified that they had more than a specific number of cameras and this was taken for the purposes of the analysis to be the specified number of cameras.
- One state school provided a response that they did not have surveillance cameras but also provided answers to a range of questions as 'no' or 'not applicable'. These additional responses were deleted.
- Four state schools reported that they did not have surveillance cameras but did answer a range of other questions on the survey. Some of the additional information indicated that these schools may in fact have operated surveillance cameras. These responses were left as is, and thus there were a higher number of schools that answered some questions than reported operating surveillance cameras.
- One state school reported that they did not have surveillance cameras, but the answers to the other questions on the survey and the comments provided clearly stated that the school did have surveillance cameras. The response for this school for the first question was changed to 'yes' they have surveillance cameras.
- One state school reported that they had surveillance cameras but specified that the number of cameras held was '0'. This response was left as is.
- One state school reported in question 6 that they did not retain footage, but provided a response to question 7 around management to access to recordings of 'no formal process' which was not applicable to this agency. The response to question 7 was removed from the data set.