



Office of the Information Commissioner
Queensland

Information Privacy and Camera Surveillance Survey 2015

Survey, Website Scan and Comparison Report

Queensland public sector agencies' responses and comparative analysis
with 2011 results and website scan

This report can be read in conjunction with a report on agencies' implementation of recommendations made by the Office of the Information Commissioner in 2012-13 about the adoption of the privacy principles in the operation of camera surveillance

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. Where the resolution of an issue was not immediately apparent, agencies were contacted to clarify their responses. 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 OIC wishes to thank all responding agencies for their co-operation.



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1 Background

1.1 Overview

In 2011, the Office of the Information Commissioner (OIC) reviewed the extent to which Queensland government agencies (agencies) incorporated the *Information Privacy Act 2009's* (IP Act) privacy principles into the design, management and use of camera surveillance. The requirements and recommendations for 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).*¹

In 2015, OIC conducted a follow-up review to assess the extent to which agencies had adopted these recommendations. The report on this review was tabled in Parliament in December 2015.²

As part of the follow-up review, OIC conducted a survey of all agencies and a desktop scan of agencies' websites to assess the implementation of recommendations. This is a report of the results of the survey and website scan, and a comparison of findings between the survey, website scan, and the original survey conducted in 2011-12.

The overall report of the follow-up review is a companion report to this report. The reports can be read separately, or as mutually supporting documents.

1.2 Objectives

This is the report of a survey about government's incorporation of information privacy in its use of camera surveillance (IPCS Survey 2015).³ The survey was issued in March 2015 by the OIC to 196 Queensland public sector agencies.

Agencies surveyed included government departments, local governments, Hospital and Health Services (HHS), statutory authorities, and universities.⁴ 156 responses were received, a response rate of 79.6%.

This report compares survey results to results of a similar survey conducted as part of the original review. In 2011, OIC surveyed 179 agencies regarding their incorporation of information privacy in their use of camera surveillance, resulting in 122 survey responses (a

¹ Accessible from OIC's website - <https://www.oic.qld.gov.au/about/our-organisation/key-functions/compliance-and-audit-reports>.

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

³ Acronyms used throughout this report are listed in Appendix 1.

⁴ Government owned corporations are not subject to information privacy, and so were not included in the survey.

response rate of 68.2%). The original 2011 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).⁵

The IPCS Survey 2015 largely replicates the OESR Survey 2011, with the aims of:

- identifying the current status of agency use of camera surveillance with privacy in mind; and
- identifying any changes in agency recognition of privacy issues in the operation of camera surveillance between 2011 and 2015, and in particular, any changes that might reflect the recommendations of OIC's 2012-13 report.

The report also compares both survey results to information obtained from an associated website scan performed by OIC on these agencies' websites in 2015, the Website Scan 2015.

1.3 References

The *Information Privacy Act 2009* (Qld) (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.

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 Questionnaire design

In 2011, OIC contracted with OESR, now the Office of the Queensland Government Statistician (OQGS), to develop the survey instrument.

OIC updated the survey instrument for use in 2015. The survey questions in 2015 largely replicated the 2011 questions, with updates to reflect feedback on the utility of the original survey instrument and common alternative answers received during the 2011 survey. Thirteen new questions were introduced, seven questions were altered and three questions were removed.

⁵ *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.

The 2015 survey was administered as a form in Microsoft Excel. The form had integrated functionality to enable skipping of any questions that were not relevant to the agency.

A copy of the IPCS Survey 2015 instrument is provided in Appendix 2.

1.5 Administration of IPCS Survey 2015

The IPCS Survey 2015 covered all auditable agencies. On 6 February 2015, the Information Commissioner wrote to all agencies in scope informing them of the camera surveillance survey and asking them to nominate a contact officer. OIC distributed the camera surveillance survey to 196 agencies through their nominated contact by email on 10 March 2015.

It was administered simultaneously to all agencies, regardless of size, location in the state or maturity in terms of the *Right to Information Act 2009* (RTI Act) and IP Act. The camera surveillance survey worked by self-assessment, a method appropriate to monitor low risk issues across all agencies. An in-depth progress report was obtained separately from specific agencies reviewed in-depth in the original review. Information from these in-depth progress reports is reported in the report of the overall follow-up review.⁶

Agencies were required to complete the survey by 30 March 2015. Responses were finalised 16 June 2015, after OIC decided to allow time for completion of the survey for 1151 Queensland state schools.

OIC in conjunction with the Department of Education and Training created a tailored version of the survey to apply to state schools, which the department circulated to all state schools in Queensland. As a result the Department of Education and Training supplied OIC with a file of the survey results for the state school sector, which did not include school names. The state school results have been reported in two ways. The state school results have been aggregated together in conjunction with the overall Department of Education and Training results and have been reported in this report as part of the departmental response to the IPCS Survey 2015. The state schools' results have also been separately reported in aggregate form in the *Information Privacy and Camera Surveillance Survey 2015 – Queensland State Schools Sector Survey Report*.⁷

OIC adopted a number of strategies to support agencies to finalise responses and to support agencies to provide survey responses that accurately reflected agency practice.

⁶ *Camera surveillance and privacy – follow-up review, Review of agency adoption of recommendations made under the Information Privacy Act 2009 (Qld)*, viewable at <https://www.oic.qld.gov.au/>.

⁷ Accessible from OIC's website - <https://www.oic.qld.gov.au/about/our-organisation/key-functions/compliance-and-audit-reports>.

OIC supported agencies, where requested, to assist them to complete their camera surveillance survey. After discussions with OIC some agencies elected to provide copies of the survey to each area of their agency and have OIC aggregate their responses.

Reminders were conducted by email for non-responding agencies and agencies where OIC had determined significant information was missing from their response or the response was inconsistent. Final email reminders were sent to all non-responding agencies on 21 April 2015. A number of agencies requested additional time to respond, with the final agency responding on 16 June 2015.

1.6 Website Scan

At the same time that the IPCS Survey 2015 was being administered, OIC conducted a scan of agency websites (Website Scan 2015) to obtain additional information regarding the extent of camera surveillance usage by agencies, and an objective source of information regarding the extent to which agencies had published information about camera surveillance.

OIC developed a test program, similar to a checklist, which was completed for every agency website. A copy of the test program items used in the website scan is provided at Appendix 3.

The results of the website scan were compared to the survey results, and this comparison is included in this analysis.

1.7 Response Rate

A measure of the quality of response achieved in a survey is the response rate. This is defined as the number of completed surveys as a percentage of the potential total number of surveys if every in-scope agency had completed the survey. In total, survey responses were received from 156 agencies in 2015 out of 196 agencies identified as in scope, a response rate for the camera surveillance survey in 2015 of 79.6%. This response rate exceeded that achieved in the 2011 camera surveillance survey, which was 69.3% of auditable agencies.⁸

A response rate of 79.6% is a good response rate for an audit of this nature.⁹ A high response rate is more likely to minimise non-response bias and thus produce results that are representative of the population. Table 1 shows the make-up of responding and non-responding agencies.¹⁰

The complete list of agencies covered by the IP Act (defined by sections 18 and 19 of the IP Act) is constantly changing. Prior to administering the camera surveillance survey in 2015

⁸ Three agencies in the original survey were determined to be out of scope and thus the final response rate was based on 176 in-scope agencies.

⁹ This response rate provides a 4% margin of error with a confidence level of 95%, <https://www.surveymonkey.com/mp/margin-of-error-calculator/>.

¹⁰ A list of all tables provided in this report is provided in Appendix 4.

the OIC underwent a process to refresh its list of auditable agencies. As a result, 196 agencies were identified to which the privacy principles apply¹¹ and thus as auditable under the IP Act for the purposes of the camera surveillance survey. In administering the audit, one department was covered by another department which provided two separate completed surveys and thus was counted as responsive for the audit.

Table 1 Response rate by agency type

Type of agency	Responding	Non responding	Total in-scope	Response rate
Departments	20	0	20	100%
Local governments	54	23	77	70.1%
Hospital and Health Services	15	1	16	93.8%
Universities and TAFE	8	0	8	100%
Other agencies	59	16	75	78.7%
Total	156	40	196	79.6%

Base: All agencies in scope (n=196).

Source: IPCS Survey 2015.

The response rate varied by agency type. All departments, universities and TAFE responded and all but one Hospital and Health Service responded. The lowest response rate was 70.1% for local government. Complete lists of responding and non-responding agencies are attached at Appendix 5.

1.8 Presenting and Interpreting Findings

This report summarises survey responses to the IPCS Survey 2015 and Website Scan 2015 across all agencies, by agency sector, with results broken down by agency attributes where relevant, and compares the results to the OESR Survey 2011. Results are also compared between the IPCS Survey 2015 and the Website Scan 2015. The IPCS Survey 2015 and the OESR Survey 2011 results are presented side by side for comparative purposes.

These comparisons take into account variances between 2011 and 2015, as the responding agencies were not identical between 2011 and 2015, and the wording of the questions changed in some cases. For example, 14 agencies that provided a completed survey response in 2011 no longer existed as independent agencies in 2015. In addition, the Hospital and Health Services were a component of the Queensland Health response in 2011, and form a completely new sector in 2015. Additional results have been shown in some cases to enable direct side by side comparison, for example, for those agencies (91 in total) that responded both in 2011 and 2015.

¹¹ Section 18 of the IP Act specifies the agencies for which the IP Act applies, other than for chapter 3 and thus the agencies to which the Information Privacy Principles or National Privacy Principles apply in this context.

Results and comparisons are presented as a combination of text and/or tables, depending on the most appropriate method for displaying the data. Percentages presented in tables may not add up to exactly 100% due to rounding.

Although the response rate was high, the number of responses was too low for traditional statistical tests to be conducted with statistical rigour. In general, if groups differed by less than 10% they were considered 'similar' and any differences in responses were assumed to be due to random variation and not of interest. Where comparisons between groups resulted in very small sample sizes, comparisons were not undertaken.

The following points need to be kept in mind when interpreting the results presented in the report:

- The agencies that responded to the survey represented a (not necessarily random) subset of all agencies. For example, agencies that were less compliant with the IP Act or did not operate camera surveillance systems may have been less inclined to respond to the survey.¹² Therefore, the results reported here may not be able to be generalised to all agencies. As responses were not weighted to provide estimates for the entire population, some caution should be used when interpreting results.
- The survey was conducted from 10 March 2015 with the last response received 16 June 2015 and provides a snapshot of selected agencies at that time. To reflect this, results are described in past tense and with reference to responding agencies.
- The survey relied on self-reported information, which may not necessarily be an accurate portrayal of facts.
- Sample size and cell counts¹³ were low for some questions and group comparisons. In these cases, response patterns should be interpreted with caution, as small changes in frequencies of response could have a large effect on percentages.
- While the overall completion rate was high (over 95% of applicable questions), not all agencies provided a response to all applicable questions and some agencies provided a response to questions which were not judged applicable to those agencies. Questions where the agency non-completion rate or over-completion rate was significant have been highlighted.
- To enable comparisons between questions, in some cases responses were selected for analysis where the agencies answered both relevant questions and to which the

¹² While 69 of the 111 agencies which reported having camera surveillance (62.2%) had information on their website regarding their operation of camera surveillance, only 8 of the 40 non-responding agencies (20.0%) had information on their website regarding their operation of camera surveillance.

¹³ The 'cell count' is the number of responses for an option for a question.

questions were determined to be applicable. In these cases this analysis is presented in addition to the full response set.

1.9 Comparison Groups

A number of comparison groups were created based on the standard groupings used in Performance Monitoring and Reporting analysis and reports, for example, agency types. Where sample size permitted, responses to each survey question were compared across these comparison groups and any differences noted in text.

Agencies were analysed by agency type:

- Departments
- Local governments
- Hospital and Health Services¹⁴
- Universities and TAFE Queensland¹⁵
- Other agencies.¹⁶

The Other agencies sector is a diverse range of agencies and as such, the combined frequencies and percentages reported for this group may not accurately reflect their diversity of responses. Caution should be taken when interpreting this information.

Based on response to Q1.2a *Total number of fixed surveillance cameras operated by agency* agencies were also grouped by the total number of cameras they operated:

- 1 to 10 cameras
- 11 to 100 cameras; and
- More than 100 cameras.

Based on responses to Q2.1 agencies were divided by the degree to which they implemented privacy elements in documented policies and procedures for their camera surveillance systems, resulting in agencies with:

- Less than seven privacy elements implemented in part or full in documented policies and/or procedures

¹⁴ The Hospital and Health Services sector is new to the 2015 survey and the responses for these agencies would have formed part of the Queensland Health response under the Department sector in 2011.

¹⁵ For the optional questions numbered Q11.1a to Q11.1f, the University and TAFE sector was analysed and reported in conjunction with the Other agency sector due to low response numbers. In the OESR Survey 2011 analysis and reports the University and TAFE sector was included as part of the Public authorities sector.

¹⁶ The Other agencies sector was labelled the 'Public authorities' sector in the OESR Survey 2011 report. In addition as noted above this sector had a different composition in 2011 as it also included agencies now separately reported in the University and TAFE sector.

- Between seven and 12 privacy elements implemented in part or full in documented policies and/or procedures; and
- 13 or more privacy elements implemented in documented policies and/or procedures.

Agencies could adopt anywhere between zero and 16 privacy elements implemented in documented policies and/or procedures for their camera surveillance systems.

To enable comparison to the 2011 results responses to Q2.1, agencies were also divided by the degree to which they implemented the privacy elements in documented policies and/or procedures for their camera surveillance systems, which were surveyed in the OESR Survey 2011, resulting in agencies with:

- Less than five privacy elements implemented in part or full in documented policies and/or procedures; and
- Five or more privacy elements implemented in documented policies and/or procedures.

As there were 8 areas covered in both 2011 and 2015 under Q2.1 for the purposes of this survey, agencies could adopt anywhere between zero and 8 privacy elements implemented in documented policies and/or procedures for their camera surveillance systems.

1.10 Confidentiality

OIC stated that data collected in this camera surveillance survey would be confidential and de-identified before publication. OIC adopted this course of action to encourage frank responses and to ensure a reasonable rate of response. As a result the provided comments have been de-identified for inclusion in this report.

At the commencement of the audit, OIC advised agencies that OIC's report for the review to Parliament would list responding and non-responding agencies. A complete list of agencies and whether they responded is attached at Appendix 5.

OIC may re-use the individual agency results from this exercise internally, to contribute to the risk assessment of agencies and the planning of future performance monitoring reviews, and training, awareness and assistance activities to improve agency compliance.

1.11 Data Cleansing

Upon completion of the survey, consistency checks, data cleansing and editing were carried out. OIC checked the dataset to ensure that agencies had skipped non applicable questions as specified. The dataset was also checked for missing data. The main issues are below, together with the actions taken.

Overall the data collected was generally of a high standard, but some data cleansing was required. In a number of instances, agencies were contacted to clarify their responses.

Some of the data cleansing was based on internal consistency rules.

- Due to the design of the survey, if an agency selected an answer to a question which was not applicable (based on other responses) this selected response was analysed depending on the response. Any response of 'no' to a question which was not applicable was removed from the results.
- Some agencies did not respond to a question where subsequent questions answered showed that the answer was 'yes'. For example, two agencies did not respond to *Q1.1 Do you operate fixed surveillance cameras?* but answered the following questions with information on their camera surveillance. In these cases the missing response was updated to 'yes'.
- A number of agencies provided a breakdown of cameras across locations in Q1.2a and Q11.1b but did not provide a total number of cameras. Where only a single location was selected or the locations did not overlap the number of cameras were added and entered as the total number of cameras.
- A number of agencies selections for Q1.2a and Q11.1b and the entered numbers of cameras were misaligned. The numbers of cameras were moved up one to align with the selected locations.
- A number of agencies provided the number of cameras against selected locations but did not select the corresponding location checkbox. The corresponding location checkbox was selected against locations with a number of camera supplied.
- Three agencies did the opposite and provided the total but did not specify the number of cameras against the single purpose selected. The number of cameras for this purpose was set to the total number of cameras.
- Three agencies responded in Q4.1 that they did not actively inform the community about the surveillance but in Q4.2 and Q4.3 provided evidence of the ways they informed the community about the surveillance. In these three cases the response to Q4.1 was updated from 'no' to 'yes'.
- One agency stated 'no' to *Q7.2a Do you have an administrative arrangement with any of the following entities concerning access to camera surveillance footage?* but selected one of the following options. This response was updated to 'yes'.

- Multiple agencies did not provide an answer to Q9.2 where the answers to the preceding questions on access outside Australia were 'no'. In these cases Q9.2 was not applicable to the agencies but as this was not an option the responses for these agencies to Q9.2 were entered as 'no'.
- In some cases no option was selected for a question but a comment was entered for the question which clearly indicated which option applied to the agency. In these cases the appropriate response was selected. For example, two agencies did not select the check boxes for A7.2a but entered comments against options.
- A few agencies did not answer Q7.1b though their comments specified they had received requests from the Queensland Police Service. These responses were updated so Q7.1b 'Other' was selected with a comment of 'Police'.
- There were a small number of additional very specific data cleansing situations. These situations were evaluated on a case by case basis and where appropriate the survey response was updated.

In other cases where the data cleansing issue was trivial or very minor, a determination was made as to whether or not the data cleansing issue could be treated as a non-response or whether it could be treated as not material, and the survey response was treated accordingly.

Data cleansing follow-up was undertaken between 30 March 2015 and 23 July 2015.

1.12 Treatment of Comments

In addition to the standard response categories for each question, the camera surveillance survey provided agencies with the opportunity to comment in relation to individual questions. In particular, agencies were encouraged to provide comments in relation to areas in which they provided a response other than from the lists provided. Agencies were also invited to provide overall comments in regards to camera surveillance.

Almost all agencies took advantage of this opportunity to provide a range of information. Over 750 comments were received in total (where an agency provided individual responses for separate areas of the agency, multiple comments to a single question were only counted as a single agency wide comment). The volume, variety and length of the comments varied for each question.

A list of de-identified comments is provided in supplementary material, on a question by question basis.¹⁷

¹⁷ *Information Privacy and Camera Surveillance Survey 2015 – De-identified Comments by Agencies* available on the OIC website at <http://www.oic.qld.gov.au>.

2 Survey Results

2.1 Surveillance camera deployment

The survey found that there was a significant increase in the number of cameras operated by agencies. This reflected an increase in the average size of camera installations. The proportion of agencies reporting the use of camera surveillance did not increase significantly.

All agencies were asked: *Do you operate fixed surveillance cameras? (Q1.1).*

Overall, the survey found that the number of agencies operating fixed surveillance cameras had stayed the same or increased slightly from 2011 to 2015.

At first glance, the survey results could be interpreted as showing that there was a significant increase in the number of agencies reporting the use of fixed surveillance cameras, up from 76 agencies in 2011 to 111 agencies in 2015. However, this level of reportage has to be interpreted in the context of structural changes to government resulting in the creation of a number of new agencies, and an increased response rate.

There are three specific reasons that the higher number of agencies reporting surveillance cameras in 2015 may not reflect an actual increase.

First, the 15 Hospital and Health Services that reported having surveillance cameras in 2015 did not exist as separate agencies in 2011. Secondly machinery of government changes restructured departments resulting in seven additional departments surveyed in 2015, with a corresponding five additional departments reporting having fixed camera surveillance. Thirdly the response rate for the survey was higher in 2015 than in 2011. If the 2011 survey had the same response rate as the 2015 survey there would have been an additional 18 agency responses. If the proportion of these agencies with surveillance cameras was the same as the responses received, an additional 11 agencies would have had cameras in 2011. These three differences between the two surveys account almost exactly for the higher number of agencies with cameras reported in the IPCS Survey 2015.

Of the 156 agencies that responded to the survey in 2015, over two thirds (111 agencies, 71.2% of respondents) operated fixed surveillance cameras. This is an increase from 2011, when 76 agencies (62.3% of respondents) reported operating surveillance cameras (Table 2). Although this appears to be a 46.1% increase in the number of agencies operating surveillance cameras, in fact this is not the case. Changes in the configuration of agencies accounts for a large part of the apparent increase.

Further analysis suggests that the prevalence of camera surveillance in 2015 might be equivalent to or slightly increased from 2011. For example, of the 91 agencies that responded to the survey in both 2011 and 2015 there were 56 agencies that reported having surveillance cameras in both years, 5 agencies introducing surveillance cameras in 2015 and the same number reporting no longer having surveillance cameras. 25 agencies did not operate surveillance cameras in either year.¹⁸

Table 2 Number of government agencies that operated surveillance cameras

Comparison of 2011 and 2015 surveys	Operated surveillance cameras	Did not operate surveillance cameras	Total responding agencies
IPCS Survey 2015	111 (71.2%)	45 (28.8%)	156 (100%)
OESR Survey 2011	76 (62.3%)	46 (37.7%)	122 (100%)

IPCS Survey 2015 Base: All agencies (n=156). OESR Survey 2011 Base: All agencies (n=122).
Source: IPCS Survey 2015 and OESR Survey 2011.

There were significant differences in the likelihood of agencies reporting operating surveillance cameras across sectors (Table 3). These fell into three main groups – sectors where all the agencies operated camera surveillance, sectors where the majority of agencies operated a camera surveillance system, and the other agencies sector where about half the agencies operated camera surveillance.

All responding Hospital and Health Services, Universities and the TAFE reported operating surveillance cameras with Hospital and Health Services responding that operation of surveillance cameras was mandatory for their sector.

Local governments and departments reported high levels of surveillance cameras being operated with 83.3% and 70.0% respectively.

The local government sector results may have been impacted by the agencies that chose to respond to the survey, with 23 local governments not responding to the survey. The 23 local governments which did respond were not demographically representative of the local government sector and might have been less likely to operate camera surveillance. The proportion of local governments which operated fixed surveillance cameras might have been lower than the proportion found in responding local governments.

Other agencies were significantly less likely to operate surveillance cameras with less than half of the other agency sector reported operating surveillance cameras (49.2%). Multiple agencies in the other agencies sector reported occupying a building in which fixed surveillance cameras were operated by another entity and thus had no need to operate their own.

¹⁸ Some of the reasons for some of the agencies introducing or discontinuing use of surveillance cameras were deduced from all the information available to the review and included organisational changes and changes to organisational tenancy. No reason was identified for half of the agencies which introduced or discontinued usage of surveillance cameras between the 2011 and 2015 surveys.

Table 3 Number of agencies operating surveillance cameras by agency type

Types of agencies	Operated surveillance cameras	Did not operate surveillance cameras	Total responding agencies
Departments	14 (70.0%)	6 (30.0%)	20 (100%)
Local governments	45 (83.3%)	9 (16.7%)	54 (100%)
Hospital and Health Services	15 (100%)	0 (0%)	15 (100%)
Universities and TAFE	8 (100%)	0 (0%)	8 (100%)
Other agencies	29 (49.2%)	30 (50.8%)	59 (100%)
Total	111 (71.2%)	45 (28.8%)	156 (100%)

Base: All agencies (n=156).
Source: IPCS Survey 2015.

Agencies that operated surveillance cameras were asked to provide the total number of cameras operated by their agency (Q1.2a).

Overall, while the proportion of agencies operating cameras was relatively stable, the number of cameras in operation, overall and on average per agency, increased markedly. Three quarters of the cameras (76.1%) were operated by government departments or local governments. Five agencies operated 58.4% of the fixed surveillance cameras.

In 2015, agencies reported a total of 32,230 cameras operated by 104 government agencies.¹⁹ This was an additional 11,920 cameras reported since 2011, a growth in the reported number of cameras of 58.7%. The growth in the number of surveillance cameras may have been partly due to an increase in the number of agencies responding to the survey.

However, there was a measurable increase in the number of surveillance cameras operated per agency on average. The number of cameras per agency with cameras increased from an average of 267 to 310 (an increase of 16.0%). Of the 56 agencies that operated cameras in both 2011 and 2015 almost three quarters (41 agencies, 73.2%) increased the number of cameras installed and only 12 reduced the number of cameras.²⁰

Table 4 Total number of cameras operated

Comparison of 2011 and 2015 surveys	Total surveillance cameras	Average surveillance cameras per agency	Total agencies that provided the number of cameras
IPCS Survey 2015	32,230	309.9	104
OESR Survey 2011	20,310	267.2	76

Base: Agencies that operated surveillance cameras that provided the total number of cameras.
Source: IPCS Survey 2015 and OESR Survey 2011.

¹⁹ Seven agencies reported operating surveillance cameras but did not supply the total number of cameras.

²⁰ Note the Department of Education and Training did not include schools in the number of surveillance cameras reported in 2011 and thus while DET reported more cameras in 2015 OIC is unable to determine whether the total number of cameras for DET in fact increased between 2011 and 2015.

Findings by sector

The departmental and local government sectors each accounted for over a third of the total cameras reported as operated by agency (38.6% and 37.5% respectively). Hospital and Health Service and the university and TAFE sectors accounted for almost a fifth (9.6% and 9.2% respectively) with only 5.0% operated by other agencies (Table 5). Departments operated the most cameras on average per agency, with almost 900 cameras being reported as operated per department. Universities and TAFE operated the next most cameras per agency with 372 cameras on average. Other agencies operated the fewest cameras overall of all types of agencies.

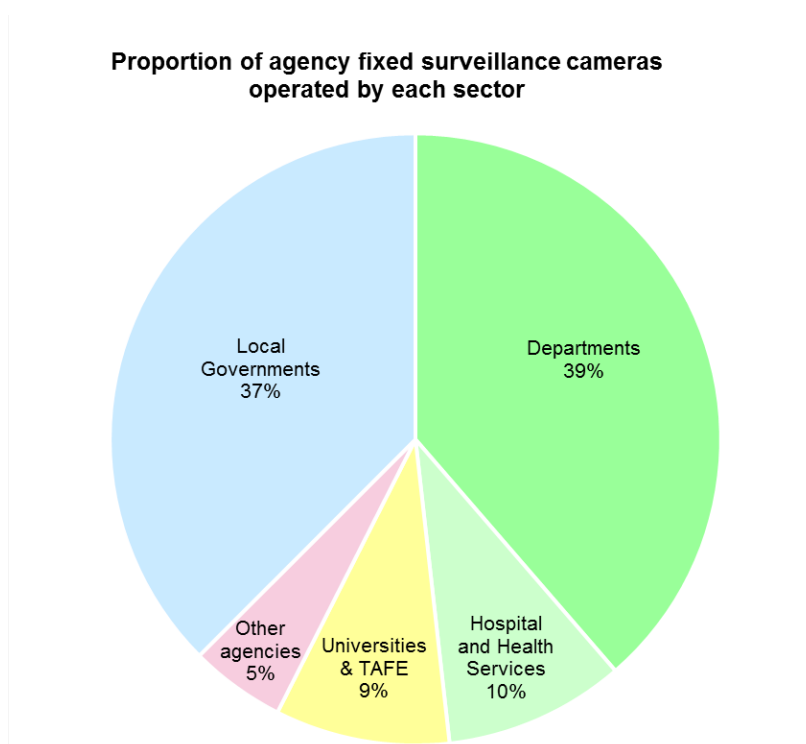


Figure 1 Proportion of agency fixed surveillance cameras operated by each sector

Table 5 Total number of cameras operated in 2015, by agency type

Types of agencies	Total surveillance cameras	Average surveillance cameras per agency	Agencies responding	Percentage of cameras operated by sector
Departments	12,456	889.7	14	38.6%
Local governments	12,084	294.7	41	37.5%
Hospital and Health Services	3,084	257.0	12	9.6%
Universities and TAFE	2,979	372.4	8	9.2%
Other agencies	1,627	56.1	29	5.0%
Total	32,230	309.9	104	100%

Base: Agencies that operated surveillance cameras that provided the total number of cameras.
Source: IPCS Survey 2015.

The growth in camera deployment varied across government sectors. The combined department and Hospital and Health Service sectors reported the lowest growth in fixed camera deployment (14.0% over 4 years). Note though that this combined sector had an already large installed fixed camera surveillance base in 2011. The local government sector reported the highest growth in the number of fixed surveillance cameras deployed, though a significant portion of this growth was attributable to a single local government. The University and TAFE and other agency combined sector also reported significant growth in camera deployment (50.0% over 4 years).

Table 6 Growth in total camera deployments from 2011 to 2015, by agency type

Total surveillance cameras				
Types of agencies	2011	2015	Increase in surveillance cameras	Percentage of cameras operated by sector
Departments	13,631	12,456	1,909	14.0%
Hospital and Health Services		3,084		
Local governments	3,609	12,084	8,475	234.8% ²¹
Universities and TAFE	3,070	2,979	1,536	50.0%
Other agencies		1,627		
Total	20,310	32,230	11,920	58.7%

Base: Agencies that operated surveillance cameras that provided the total number of cameras.

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: As only three sectors were reported on in the OESR Survey 2011 these have been compared to the equivalent sector combinations from the IPCS Survey 2015.

Findings by size of surveillance camera installation

Of the agencies that operated surveillance cameras less than a quarter (22.1%) operated 1 to 10 cameras in 2015 (down from 31.6% in 2011). More agencies are now operating a larger number of cameras, with increases in the number and proportion of agencies operating 11-100 cameras and more than 100 cameras overall. The local government and university and TAFE sectors both showed an increase in the number of agencies operating higher numbers of cameras. The department sector though, did not follow the overall trend but had more departments now operating fewer than 100 cameras (now 5 departments out of 14 departments reporting use of surveillance cameras, from only 1 out of 9 in 2011).

²¹ One local government accounted for a significant portion of the increased fixed camera deployment in the local government sector. When this local government was excluded from the calculations the local government sector increased by slightly more than the combined University and TAFEs and other agency sector.

Table 7 Number of agencies operating small, medium and large holdings of surveillance cameras

Small, Medium and Large Camera Holdings	IPCS Survey 2015	OESR Survey 2011
1 – 10 cameras	23 (22.1%)	24 (31.6%)
11 – 100 cameras	41 (39.4%)	27 (35.5%)
More than 100 cameras	40 (38.5%)	25 (32.9%)
All agencies	104 (100%)	76 (100%)

Base: Agencies that operated surveillance cameras that provided the total number of cameras.
Source: IPCS Survey 2015 and OESR Survey 2011.

Camera installation size was not uniformly distributed across agencies. The 40 agencies that operated more than 100 cameras operated the vast majority of all surveillance cameras operating 30,379 out of 32,230 reported cameras (94.3%).

The top 5 agencies with regards to installation size accounted for 58.4% of all fixed surveillance cameras reported. The 64 agencies with the fewest installed cameras accounted for just 5.7% of the total cameras in use.²²

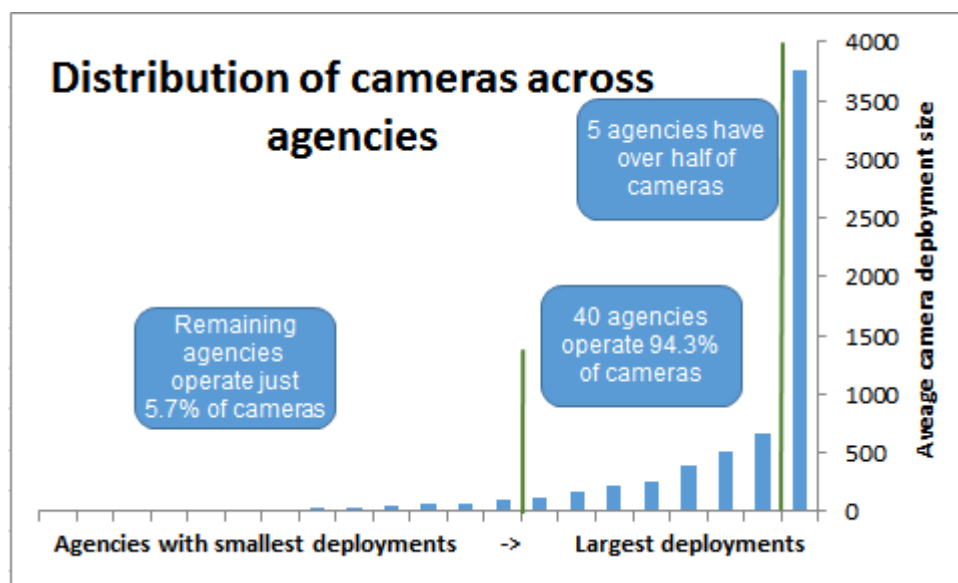


Figure 2 Size of fixed camera installations across agencies, reported as average of five agencies.

The growth in the number of cameras per agency has resulted in fewer cameras being reported in small agency installations: there were 112 cameras in small agency installations in 2015 down from 131 in 2011. This result is a natural consequence of nearly all of the agencies increasing the number of cameras in their camera surveillance systems, as it means that there are fewer agencies with small holdings. More cameras are held in medium and large agency installations. The number of cameras in medium sized installations of 11 to 100 cameras has

²² Of the 104 agencies that supplied the total number of fixed surveillance cameras operated by the agency.

doubled from 2011 from 881 to 1,739 (97.4% growth). The number of cameras in large agency installations (more than 100 cameras operated by an agency) has grown by 57.4%.

Table 8 Number of cameras held in small, medium and large surveillance camera holdings

Small, Medium and Large Camera Installations	IPCS Survey 2015	OESR Survey 2011
1 – 10 cameras	112 (0.3%)	131 (0.6%)
11 – 100 cameras	1,739 (5.4%)	881 (4.3%)
More than 100 cameras	30,379 (94.3%)	19,298 (95.0%)
All agencies	32,230 (100%)	20,310 (100%)

Base: Agencies that operated surveillance cameras that provided the total number of cameras.
Source: IPCS Survey 2015 and OESR Survey 2011.

2.2 Placement of surveillance cameras

Agencies that operated surveillance cameras were also asked to specify the number of cameras used for the purpose of monitoring different areas (Q1.2a).

Overall, in 2015, agencies reported using more cameras for more types of monitoring, mostly installing additional cameras for single location types. More agencies reported using camera surveillance for each of the specified location types than in 2011.

The largest areas of growth were in the number of agencies monitoring vehicle traffic and monitoring the exterior of buildings. Around twice as many agencies reported using cameras to monitor vehicle traffic and the exterior of buildings in 2015 compared to 2011. However, although the number of agencies monitoring these locations increased, the number of cameras used by each agency on average at these locations decreased. The average number of cameras used for these location types per agency decreased from 2011 to 2015 (51.1 to 42.8 cameras per agency for vehicle traffic and 76.5 to 54.0 cameras per agency for monitoring the exterior of a building or other property asset).

A comparison of data for agencies that reported operating surveillance cameras in both 2011 and 2015 identified that agencies with camera surveillance reported adding monitoring of more location types to their camera surveillance systems, for example, added monitoring of vehicle traffic to the location types monitored. Agencies with existing cameras did not increase the number of cameras for their existing location types significantly overall.²³

²³ Apart from a single agency that reported a significant increase in cameras used to monitor public transport conveyances.

Table 9 Number of agencies with surveillance cameras in specified locations

Location of camera	IPCS Survey 2015	OESR Survey 2011
Pedestrian traffic (eg. grounds, public carparks and walkways)	62 (55.9%)	40 (52.6%)
Vehicle traffic (eg. - on nearby roads or internal roads)	52 (46.8%)	22 (28.9%)
Public transport conveyances (eg. - agency provided/administered transport services)	11 (9.9%)	4 (5.3%)
Within administration buildings ²⁴	81 (73.0%)	
Within government buildings		57 (75.0%)
The exterior of a building or other property asset (eg. - grounds, yards, depots)	82 (73.9%)	42 (55.3%)
Other areas ²⁵	55 (49.5%)	19 (25.0%)
All agencies	111 (100%)	76 (100%)

Base: Agencies that operated surveillance cameras that provided a breakdown of the number of cameras used for each location type.

Source: IPCS Survey 2015 and OESR Survey 2011.

Overall agencies reported more cameras used in every location type, except for inside administrative buildings.²⁶

Not all agency respondents specified the location types for which the cameras were used, so although agencies reported using 32,230 cameras, monitoring purposes were identified for only 27,007 cameras.

The area with the greatest growth in the number of cameras was in the use of camera surveillance for monitoring on public transport conveyances by eight agencies. One agency reported over 6,500 cameras used for this purpose alone. Not all agencies provided a breakdown of their camera use in 2015, so the actual number of cameras used for each purpose is expected to be higher than that shown. Based on the information provided the majority of cameras were used to monitor a single location type (at least 93.6%). It is not possible to determine whether or not there was any change from 2011 to 2015 in the number of cameras used for capturing footage within administrative buildings and in other areas due to a change in the survey questions. The survey question was modified between 2011 and 2015 surveys, which resulted in cameras previously being captured by the 'Within government building' category no longer being captured in the 2015 survey by 'Within administrative buildings', and thus being included as 'Other areas' by agencies.

²⁴ In the IPCS survey 2015, this question was changed from the 2011 wording of 'Within government buildings' to 'Within administration buildings' which may impact the cameras captured by the question. This may result in a decreased number of cameras being reported as used for this purpose and an increase in the use in 'Other areas' from 2011 to 2015.

²⁵ In the IPCS survey 2015 comments, it appears that cameras that were previously considered to be 'Within government buildings' have now been reported as 'Other areas' as the government building was not considered by the agency to be an administration building and so was no longer captured by the individual category.

²⁶ The category of 'inside administrative buildings' was revised between the 2011 and 2015 surveys and thus the results for the two surveys for this category are not comparable.

Table 10 Number of surveillance cameras used in different specified location types

Location of camera	IPCS Survey 2015	OESR Survey 2011
Pedestrian traffic (eg. grounds, public carparks and walkways)	4,071 (15.1%)	2,719 (13.4%)
Vehicle traffic (eg. - on nearby roads or internal roads)	1,968 (7.3%)	1,125 (5.5%)
Public transport conveyances (eg. - agency provided/administered transport services)	7,301 (27.0%)	310 (1.5%)
Within administration buildings ²⁷	5,950 (22.0%)	
Within government buildings		11,243 (55.4%)
The exterior of a building or other property asset (eg. - grounds, yards, depots)	3,724 (13.8%)	3,215 (15.8%)
Other areas	5,716 (21.2%)	1,999 (9.8%)
All agencies	27,007 (100%)	20,310 (100%)

Base: Agencies that operated surveillance cameras that provided a breakdown of the number of cameras used for each location type. Note the total cameras for all agencies in 2015 was adjusted for two agencies which only provided a breakdown for one area of camera use and one agency which excluded a specific area of camera used from the breakdown.

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Total cameras will exceed the number of cameras used for all location types in each year as some cameras may be situated so they monitor multiple location types.

Findings by sector

The main location types of camera surveillance differed between agency sectors. Agencies reported on camera locations in two ways, firstly by reporting on whether they had cameras monitoring each location type, and secondly by providing the number of cameras monitoring each location type. The departments reported that they were more likely to use cameras to monitor the exterior of a building or other property asset (78.6%), other area (78.6%) or within administration buildings (64.3%). Although these were the reported locations, in the breakdown of camera location types, the majority of departmental surveillance cameras were located in other areas (40.1%) and within administration buildings (23.2%). 'Other areas' covered a broad range of locations, as discussed below.

Local government in general was most likely to use cameras to monitor the exterior of a building or other property asset (80.0%) with a fairly even split in the number of cameras used across pedestrian traffic, within administrative buildings and around buildings (11.3% to 13.1%). Compared to 2011, the IPCS Survey 2015 showed a significant increase in the use of cameras to monitor public transport conveyances by a small number of local governments. As mentioned earlier, this might have been impacted by a significant increase in the use of cameras in these locations by one local government. More local governments also reported

²⁷ In the OESR Survey 2011 this question option was 'Within government buildings' which captured many cameras for which agencies now counted under the 'Other areas' option. Thus while it appears that the number of cameras has significantly changed between 2011 and 2015 for this option this change reflects the narrower definition in 2015.

using surveillance cameras to monitor the exterior of a building or other property asset (now 62.2% of local governments from 43.5% in 2011).

Hospital and Health Services, universities and TAFE used cameras almost uniformly for monitoring pedestrian traffic and the exterior of buildings (93.3% to 100%) with high levels of use also for within administration buildings (86.7% and 87.5%), vehicle traffic (80.0% and 62.5%) and for Hospital and Health Services in other areas (66.7%).

The other agency sector's predominate purpose for surveillance cameras was within administration buildings (82.8%) with a third of the cameras also capturing pedestrian traffic (34.3%) and the exterior of buildings (33.1%).

Table 11 Number of agencies reporting placement of surveillance cameras at specified locations, by agency type

Location of camera	Department	Local government	HHS	University and TAFE	Other agency	All agencies
Pedestrian traffic	6 (42.9%)	26 (57.8%)	14 (93.3%)	8 (100%)	8 (27.6%)	62 (55.9%)
Vehicle traffic	6 (42.9%)	18 (40.0%)	12 (80.0%)	5 (62.5%)	11 (37.9%)	52 (46.8%)
Public transport conveyances	2 (14.3%)	5 (11.1%)	2 (13.3%)	2 (25.0%)	0 (0.0%)	11 (9.9%)
Within administration buildings	9 (64.3%)	28 (62.2%)	13 (86.7%)	7 (87.5%)	24 (82.8%)	81 (73.0%)
The exterior of a building or other property asset	11 (78.6%)	36 (80.0%)	15 (100%)	8 (100%)	12 (41.4%)	82 (73.9%)
Other areas	11 (78.6%)	19 (42.2%)	10 (66.7%)	3 (37.5%)	12 (41.4%)	55 (49.5%)
All agencies	14 (100%)	45 (100%)	15 (100%)	8 (100%)	29 (100%)	111 (100%)

Base: All agencies that operated surveillance cameras.
Source: IPCS Survey 2015.

Table 12 Number of surveillance cameras placed at specified locations, by agency type

Location of camera	Department	Local government	HHS	University and TAFE	Other agency	All agencies
Pedestrian traffic	808 (8.5%)	1,509 (13.1%)	857 (32.7%)	496 (22.8%)	401 (34.3%)	4,071 (15.1%)
Vehicle traffic	964 (10.1%)	512 (4.4%)	165 (6.3%)	117 (5.4%)	210 (18.0%)	1,968 (7.3%)
Public transport conveyances	701 (7.4%)	6,593 (57.1%)	(0.0%) ²⁸	7 (0.3%)	(0.0%)	7,301 (27.0%)
Within administration buildings	2,202 (23.2%)	1,304 (11.3%)	941 (36.0%)	850 (39.0%)	653 (55.9%)	5,950 (22.0%)
The exterior of a building or other property asset	1,096 (11.5%)	1,438 (12.5%)	423 (16.2%)	380 (17.4%)	387 (33.1%)	3,724 (13.8%)
Other areas	3,809 (40.1%)	895 (7.8%)	399 (15.2%)	434 (19.9%)	179 (15.3%)	5,716 (21.2%)
All agencies in sector	9,502 (100%)	11,540 (100%)	2,617 (100%)	2,179 (100%)	1,169 (100%)	27,007 (100%)

Base: Agencies that operated surveillance cameras that provided a breakdown of the number of cameras used for each location type. Note total cameras in specific sectors were adjusted for two agencies which only provided a breakdown for one area of camera use and one agency which excluded a specific area of camera used from the breakdown.

Source: IPCS Survey 2015.

Note: Total cameras will exceed the number of cameras used for all location types in 2015 as some cameras may be situated so they monitored multiple location types.

Agencies were asked to specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring (Q1.2b)

The comments provided by agencies showed the range of locations where surveillance cameras were placed by agencies. Overall 68 agencies specified 250 locations as to where they used surveillance cameras in areas other than the specific categories given.²⁹ Agencies reported that they used fixed surveillance cameras in car parks, agency buildings which were not administrative buildings, recreation facilities, at the entrance or exit of buildings / sites and facilities, in shops and stores, waiting rooms and receptions, waste transfer stations, public places including parks and streets, for flood cameras, computer laboratories and classrooms, police stations, schools, correctional facilities, and more. More information on the comments provided by agencies is in *Information Privacy and Camera Surveillance Survey 2015 – De-identified Comments by Agencies* included as a companion document to this report.

²⁸ The HHSs which specified public transport conveyances as a monitoring purpose did not supply a breakdown for this purpose.

²⁹ Note some agencies provided a comment for this question when they did not specify that they used surveillance cameras in other areas.

2.3 Surveillance camera capture of residential property

Agencies that operated surveillance cameras were asked: *Can footage of residential property be captured through your use of fixed camera surveillance? (Q1.3a)*

Overall, agencies seemed to have a greater awareness in 2015 compared to 2011 of the need to limit the possibility that the camera surveillance footage might capture images of residential property, and to manage any possible privacy consequences.

Of the 109 agencies that operated surveillance cameras, 14 (12.8%) reported that it would be possible for the surveillance cameras to capture footage of residential property.³⁰ This question was updated from the OESR Survey 2011, which asked if 'footage of private property' instead of 'residential property' could be captured. There was a significant drop in the number of agencies which captured this type of footage between 2011 and 2015 (from 32.9% of agencies to 12.8%). This could have been impacted by the change in the wording of the question, which might have reduced the scope of footage in question.

Table 13 Extent of capture of footage of residential property / private property through use of camera surveillance by government

	Can capture footage of residential property	Can not capture footage of residential property	Total responding agencies
IPCS Survey 2015	14 (12.8%)	95 (87.2%)	109 (100%)
	Captured footage of private property	Did not capture footage of private property	Total responding agencies
OESR Survey 2011	25 (32.9%)	51 (67.1%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q1.3a.

OESR Survey 2011 Base: All agencies that operated surveillance cameras.

Source: IPCS Survey 2015 and OESR Survey 2011.

To assess whether agencies which captured this type of footage had implemented appropriate safeguards for privacy, agencies in 2015 were asked an additional question: *If so, does your agency have a policy, process or mechanism for dealing with the privacy consequences of this capture? (Q1.3b)*

Over three quarters of agencies (78.6%) which could capture footage of residential property had a policy, process or mechanism for dealing with the privacy consequences of the capture. In addition two agencies which did not capture this type of footage also managed potential privacy consequences. The three agencies which could capture footage of residential property and did not have a policy, process or mechanism to manage the potential privacy consequences of the

³⁰ Two agencies did not respond to this question and thus the results are calculated out of the 109 responding agencies.

capture were of three different agency types and varied in size of fixed camera installation from around 20 to almost 200 cameras. This question was not asked in 2011.

Table 14 Managing privacy consequences of capturing footage of residential property

	Does the agency have a policy, process or mechanism for dealing with the privacy consequences of the capture of footage of residential property?		
	Yes	No	Total responding agencies
Agencies that captured footage of residential property	11 (78.6%)	3 (21.4%)	14 (100%)
All responding agencies	13 (81.3%)	3 (18.8%)	16 (100%)

Base: Agencies that operated surveillance cameras that that provided information on Q1.3b.
Source: IPCS Survey 2015.

Findings by sector

More local governments (8 local governments) reported capture of footage of residential property with their camera surveillance systems than any other agency sector. No universities, TAFE and Hospital and Health Services reported capturing footage of residential property.

Findings by size of camera surveillance holdings

The greater the number of cameras operated by an agency, the greater the likelihood that footage of residential property would be captured. Agencies that operated more than 100 cameras appeared to be most likely (25.6% of agencies with large camera holdings) to capture footage of residential property, followed by agencies that operated 11 to 100 cameras (9.8% of agencies with medium camera holdings). No agencies that operated 1 to 10 cameras reported capturing footage of residential property.

2.4 Policies and procedures

Agencies that operated fixed surveillance camera systems were asked: *Do you have a documented policy and/or procedure for the following? (Q2.1)* with respect to a list of 16 specified privacy elements, for example, 'describing a reason for having fixed camera surveillance'

Overall, each privacy element had been addressed in full by around half of the agencies in their surveillance camera policies, procedures and practices. Only 12 agencies addressed all the identified areas for managing privacy in their policies and procedures. Agencies with large holdings of cameras had more privacy elements covered in their policies and procedures regarding the operation of camera surveillance systems.

Of the 109 agencies that operated surveillance cameras and provided information on their policies and procedures, 19 (17.4%) did not address any privacy elements in documented policies or procedures regarding their surveillance camera systems.

Almost half (48.6%) had 13 or more privacy elements fully or partially covered in their policies and procedures out of the 16 identified.

Table 15 Number of agencies with small, medium or large numbers of privacy elements implemented or in progress in documented policies and procedures

Small, Medium and Large Policy Holdings	IPCS Survey 2015
13 or more privacy elements covered	53 (48.6%)
7 to 12 privacy elements covered	19 (17.4%)
Less than 7 privacy elements covered	37 (33.9%)
All agencies	109 (100%)

Base: Agencies that operated surveillance cameras that provided information on at least one privacy element in Q2.1.

Source: IPCS Survey 2015.

In the OESR Survey 2011, agencies were asked whether agency policies and procedures covered eight privacy elements. Overall there was a small improvement in the level of policy implementation reported by agencies between the 2011 and 2015 survey for these eight privacy elements.

Table 16 Number of agencies with small or large numbers of privacy elements implemented in documented policies and procedures, 2011 to 2015

Small and Large Policy Holdings	IPCS Survey 2015	OESR Survey 2011
5 or more privacy elements covered	71 (65.7%)	41 (53.9%)
Less than 5 privacy elements covered	37 (34.3%)	35 (46.1%)
All agencies	108 (100%) ³¹	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on at least one privacy element in Q2.1 that corresponded to those surveyed in the 2011 survey (n=108).

OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76).

Source: IPCS Survey 2015 and OESR Survey 2011.

For question 2.1, the agency had an option to answer in one of four ways regarding the extent to which privacy elements had been included in documented policies and procedures had been implemented: 'yes', 'in progress', 'identified' or 'no' as defined in Table 17.

³¹ One agency which answered part of Q2.1 did not supply any information to address any of the eight policy areas which corresponded to those surveyed in the 2011 survey.

Table 17 Response options for the camera surveillance survey

Option:	Use this response option when:
Yes	A system, policy, strategy or process has been implemented in full across the agency.
In progress	Management has decided on a particular course of action and implementation has commenced or is complete in part but not all of the agency.
Identified	Management has identified this as an issue, but has not yet commenced to address the issue.
No	There are no strategies in place, and no immediate plans to pursue them.

Table 20 is a full page listing of the results of the inclusion of privacy elements in documented policies and procedures. These results show that over one half of agencies that operated surveillance cameras had a documented policy and/or procedure implemented in full in two areas in 2015:

- data security practices to protect fixed camera surveillance footage against loss, unauthorised access, disclosure, modification or other misuse (51.4%); and
- informing people about the fixed surveillance cameras (50.9%).

Agencies had the lowest levels of implementation of policies and procedures for:

- publishing a list of holdings of fixed camera surveillance footage including the currency of the footage (11.3%). This was consistent with findings from the website scan which found that out of all agencies only 22 agencies (11.2%) included holdings of camera surveillance footage in their personal information holdings on their website, and out of the 111 agencies reporting having camera surveillance on the IPCS Survey 2015, only 21 agencies (18.9%) included holdings of camera surveillance footage in their personal information holdings on their website; and
- ensuring that any fixed camera surveillance footage transferred overseas, for example placed on the internet or stored with an overseas cloud service, was done within a clear legislative authority (25.2%). Of those agencies that transferred footage outside Australia (questions 9a, 9b and 9c) only 30.0% ensured their policies and procedures fully covered this.

Agencies with large holdings of surveillance cameras were more likely to have policies and procedures that addressed more privacy considerations than agencies with small holdings of surveillance cameras (see Table 18). Agencies with over 100 cameras (70.0%) appeared to be more likely than agencies with 1 – 10 cameras (17.4%) to have 13 or more privacy elements included in their documented policies/procedures.

Table 18 Number of privacy elements covered by documented policies and procedures³²

Small, Medium and Large Policy Holdings	1 – 10 cameras	11 – 100 cameras	More than 100 cameras	All agencies
13 or more privacy elements covered	4 (17.4%)	19 (47.5%)	28 (70.0%)	51 (49.5%)
7 to 12 privacy elements covered	5 (21.7%)	5 (12.5%)	8 (20.0%)	18 (17.5%)
Less than 7 privacy elements covered	14 (60.9%)	16 (40.0%)	4 (10.0%)	34 (33.0%)
All agencies	23 (22.3%)	40 (38.8%)	40 (38.8%)	103 (100%)

Base: Agencies that operated surveillance cameras that provided information on at least one policy/procedure in Q2.1 that supplied the total number of cameras operated by the agency in Q1.2a.

Source: IPCS Survey 2015.

Findings by sector

When comparing agency types, Universities and the TAFE (71.4%) appeared the most likely to have 13 or more privacy elements covered by their policies and procedures. Half of departments and Hospital and Health Services (50.0%) had 13 or more privacy elements covered, and just under half of the local governments (44.4%) and other agencies (48.3%) had 13 or more privacy elements covered by their policies and procedures. The local government sector reported lower implementation for every identified privacy element in their policies and procedures than agencies overall.

2015 Website Scan question for all agencies

Does the agency provide a clear statement that they use camera surveillance?

The website scan searched for any information published on each agency's website about the use of camera surveillance, starting with a statement that the agency operated fixed camera surveillance.

In some cases while there was information on the website regarding camera surveillance in respect to the agency, the information provided did not confirm or disprove the actual operation of camera surveillance by the agency. This occurred in eight agencies. Two additional agencies had information which implied they operated camera surveillance but in one case the link was broken and in the other it was unclear whether the agency had responsibility for the monitoring or whether it was done under a facility lease arrangement. Just over half of agencies which had camera surveillance on the 2015 survey included information on their website which made it clear that the agency operated camera surveillance (54.1%).

³² Implemented in full, in part or implementation has commenced.

Table 19 Website Scan 2015 findings regarding statements on website about use of camera surveillance

What type of information was published online about the agency's use of camera surveillance?	All agencies	Agencies operating camera surveillance on 2015 survey
Detailed information	23 (11.7%)	20 (18.0%)
Some information	12 (6.1%)	8 (7.2%)
Mentioned	21 (10.7%)	18 (16.2%)
No	27 (13.8%)	23 (20.7%)
Not applicable	113 (57.7%)	42 (37.8%)
Total	196 (100%)	111 (100%)

Website Scan 2015 Base: All agencies (n=196).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).

Source: Website Scan 2015 and IPCS Survey 2015.

Note: These responses regard Website Scan 2015 question: *Does the agency provide a clear statement that they use camera surveillance?*

Table 20 Extent of implementation of privacy elements in documented policies and procedures for camera surveillance systems

Type of privacy element to be implemented in policy or procedure	Yes	In progress	Identified	No	Total responding	Yes or In progress
Describing the reasons for fixed camera surveillance	50 (46.3%)	23 (21.3%)	19 (17.6%)	16 (14.8%)	108	73 (67.6%)
Ensuring management of fixed surveillance camera records is consistent with the reasons for the fixed camera surveillance	52 (48.6%)	23 (21.5%)	15 (14.0%)	17 (15.9%)	107	75 (70.1%)
Procedures for ensuring fixed camera surveillance footage is complete and up-to-date	46 (43.0%)	26 (24.3%)	18 (16.8%)	17 (15.9%)	107	72 (67.3%)
Storage, retention and disposal of fixed surveillance camera footage	50 (46.3%)	26 (24.1%)	17 (15.7%)	15 (13.9%)	108	76 (70.4%)
Data security practices to protect fixed camera surveillance footage against loss, unauthorised access, disclosure, modification or other misuse	55 (51.4%)	21 (19.6%)	15 (14.0%)	16 (15.0%)	107	76 (71.0%)
Ensuring that individuals can discover if there is any current fixed surveillance footage of them	45 (42.1%)	18 (16.8%)	10 (9.3%)	34 (31.8%)	107	63 (58.9%)
Publishing a list of holdings of fixed camera surveillance footage including the currency of the footage	12 (11.3%)	11 (10.4%)	17 (16.0%)	66 (62.3%)	106	23 (21.7%)
Instructions for staff operating the fixed surveillance camera system	51 (47.2%)	22 (20.4%)	14 (13.0%)	21 (19.4%)	108	73 (67.6%)
How an individual can request or seek access to fixed surveillance camera footage containing images of them	42 (39.3%)	19 (17.8%)	19 (17.8%)	27 (25.2%)	107	61 (57.0%)
Informing people about the fixed surveillance cameras	54 (50.9%)	17 (16.0%)	17 (16.0%)	18 (17.0%)	106	71 (67.0%)
How a staff member scans footage and extracts material in response to a request for copies of the footage	45 (42.1%)	24 (22.4%)	15 (14.0%)	23 (21.5%)	107	69 (64.5%)
The use and limits of use of the fixed surveillance camera footage, particularly limits on unanticipated use	45 (42.5%)	21 (19.8%)	18 (17.0%)	22 (20.8%)	106	66 (62.3%)
Providing fixed surveillance camera footage to others and disclosure of camera surveillance footage	50 (46.7%)	22 (20.6%)	17 (15.9%)	18 (16.8%)	107	72 (67.3%)
Evaluating the surveillance system, particularly with respect to the purposes for installing the system	44 (41.9%)	20 (19.0%)	16 (15.2%)	25 (23.8%)	105	64 (61.0%)
Administrative arrangements for usual practice of disclosing fixed camera surveillance footage, for example, in accordance with an administrative arrangement	47 (44.3%)	19 (17.9%)	14 (13.2%)	26 (24.5%)	106	66 (62.3%)
Ensuring that any fixed camera surveillance footage transferred overseas, for example placed on the internet or stored with an overseas cloud service, is done within a clear legislative authority	26 (25.2%)	7 (6.8%)	22 (21.4%)	48 (46.6%)	103	33 (32.0%)

Base: Agencies that operated surveillance cameras that provided information on their implementation of privacy elements in their policies/procedures for at least one privacy element in Q2.1.

Source: IPCS Survey 2015.

Note: Some agencies did not provide information on their implementation of all the privacy elements listed in the survey.

Table 21 Reported number of agencies with privacy elements in documented policies and procedures, by agency type³³

Type of policy or procedure	Department	Local government	HHS	University and TAFE	Other agency	All agencies
Describing the reasons for fixed camera surveillance	10 (76.9%)	26 (57.8%)	10 (71.4%)	5 (71.4%)	22 (75.9%)	73 (67.6%)
Ensuring management of fixed surveillance camera records is consistent with the reasons for the fixed camera surveillance	10 (76.9%)	25 (56.8%)	11 (78.6%)	6 (85.7%)	23 (79.3%)	75 (70.1%)
Procedures for ensuring fixed camera surveillance footage is complete and up-to-date	10 (76.9%)	26 (59.1%)	10 (71.4%)	6 (85.7%)	20 (69.0%)	72 (67.3%)
Storage, retention and disposal of fixed surveillance camera footage	10 (71.4%)	27 (61.4%)	11 (78.6%)	6 (85.7%)	22 (75.9%)	76 (70.4%)
Data security practices to protect fixed camera surveillance footage against loss, unauthorised access, disclosure, modification or other misuse	10 (76.9%)	27 (61.4%)	11 (78.6%)	6 (85.7%)	22 (75.9%)	76 (71.0%)
Ensuring that individuals can discover if there is any current fixed surveillance footage of them	8 (61.5%)	23 (52.3%)	8 (57.1%)	5 (71.4%)	19 (65.5%)	63 (58.9%)
Publishing a list of holdings of fixed camera surveillance footage including the currency of the footage	2 (15.4%)	8 (18.2%)	2 (15.4%)	2 (28.6%)	9 (31.0%)	23 (21.7%)
Instructions for staff operating the fixed surveillance camera system	10 (71.4%)	27 (61.4%)	9 (64.3%)	6 (85.7%)	21 (72.4%)	73 (67.6%)
How an individual can request or seek access to fixed surveillance camera footage containing images of them	9 (69.2%)	22 (50.0%)	7 (50.0%)	5 (71.4%)	18 (62.1%)	61 (57.0%)
Informing people about the fixed surveillance cameras	9 (69.2%)	28 (63.6%)	10 (71.4%)	6 (85.7%)	18 (64.3%)	71 (67.0%)
How a staff member scans footage and extracts material in response to a request for copies of the footage	10 (76.9%)	26 (59.1%)	10 (71.4%)	6 (85.7%)	17 (58.6%)	69 (64.5%)
The use and limits of use of the fixed surveillance camera footage, particularly limits on unanticipated use	10 (76.9%)	20 (45.5%)	10 (76.9%)	5 (71.4%)	21 (72.4%)	66 (62.3%)
Providing fixed surveillance camera footage to others and disclosure of camera surveillance footage	8 (61.5%)	26 (59.1%)	11 (78.6%)	6 (85.7%)	21 (72.4%)	72 (67.3%)
Evaluating the surveillance system, particularly with respect to the purposes for installing the system	9 (75.0%)	22 (50.0%)	7 (53.8%)	5 (71.4%)	21 (72.4%)	64 (61.0%)
Administrative arrangements for usual practice of disclosing fixed camera surveillance footage, for example, in accordance with an administrative arrangement	7 (53.8%)	24 (54.5%)	10 (76.9%)	6 (85.7%)	19 (65.5%)	66 (62.3%)
Ensuring that any fixed camera surveillance footage transferred overseas, for example placed on the internet or stored with an overseas cloud service, is done within a clear legislative authority	4 (33.3%)	11 (26.2%)	6 (42.9%)	2 (33.3%)	10 (34.5%)	33 (32.0%)
Responding agencies in sector	12 to 14	42 to 45	13 to 14	6 to 7	28 to 29	103 to 108

Base: Agencies that operated surveillance cameras that provided information on their implementation of privacy elements in their policies/procedures for each privacy element in Q2.1.

Source: IPCS Survey 2015.

Note: Some agencies did not provide information on their implementation of all the privacy elements listed in the survey.

³³ Implemented in full, in part or implementation has commenced.

2.5 Online publication of information about policies and procedures

2015 Website Scan question for all agencies

Overall, was information on agency's management of camera surveillance easily accessed?

Overall, agencies did not use their websites effectively to inform the public about their use of camera surveillance and the ways in which the camera surveillance systems operated.

Of the 111 agencies which reported operating fixed surveillance cameras in the IPCS Survey 2015, it was easy to find information³⁴ about the agency's management of camera surveillance on the website for around one in five agencies (20.7%). Almost two thirds (64.9%) had no information on the agency's management of camera surveillance on the agency website.

Of all the 196 agencies reviewed, only 47 agencies (24.0%) had information on the agency's management of camera surveillance on the agency website. It was easy to find the information on the agencies' website for just over half (57.4%) of these 47 agencies.

Table 22 Extent of information about agency management of camera surveillance on the agency's website

How easy was it to find information on the agency's website about the agency's management of the camera surveillance system?	All agencies	Agencies operating camera surveillance on 2015 survey
Easy to find	27 (13.8%)	23 (20.7%)
Difficult to find	2 (1.0%)	1 (0.9%)
Search required	18 (9.2%)	15 (13.5%)
None found	149 (76.0%)	72 (64.9%)
Total	196 (100%)	111 (100%)
Agencies with information on agency management of camera surveillance on website	47 (24.0%)	39 (35.1%)

Website Scan 2015 Base: All agencies (n=196). IPCS Survey 2015 Base: Agencies that operated surveillance cameras.

Source: Website Scan 2015 and IPCS Survey 2015.

³⁴ Information was classified as 'easy to find' if it could be found by looking at the website and without recourse to the website's search engine.

Findings by sector

Universities and TAFE were the most likely to provide information on the agency's management of camera surveillance on their website (62.5%), but only one university and TAFE made this information easy to find.

Over a third of local governments provided information on the agency management of camera surveillance on their website (35.1%) and over half of these agencies made the information easy to find (55.6%).

While only a quarter of departments (25.0%) and one in eight other agencies (13.3%) had information on their management of camera surveillance on the website, those that did tended to make it easy to find (80.0% and 70.0% respectively).

No Hospital and Health Service provided information on the agency's management of camera surveillance on their website.³⁵

Table 23 Information on agency websites, by agency type

Agency type	Information about management of camera surveillance on website	Information easy to find	Total agencies
Departments	5 (25.0%)	4 (80.0%)	20 (100%)
Local governments	27 (35.1%)	15 (55.6%)	77 (100%)
Hospital and Health Services	0 (0.0%)	0 (0.0%)	16 (100%)
University and TAFEs	5 (62.5%)	1 (20.0%)	8 (100%)
Other agencies	10 (13.3%)	7 (70.0%)	75 (100%)
Total	47 (24.0%)	27 (57.4%)	196 (100%)

Base: All agencies (n=196).
Source: Website Scan 2015.

2015 Website Scan question for all agencies

Does the website describe privacy safeguards for the camera surveillance system?

The website scan found that of the agencies which had information on their website on camera surveillance, only a third had any information on the privacy safeguards for the agency camera surveillance system on the website (29 agencies, 34.9%). Of these, 11 agencies had specific formal policies and procedures or other detailed information on privacy regarding camera

³⁵ A detailed description of one Hospital and Health Service's operation of camera surveillance and the adoption of the privacy principles was provided in OIC's report on the Cairns and Hinterland Hospital and Health Service – *Compliance Review – Cairns and Hinterland Hospital and Health Service Review of the Cairns and Hinterland Hospital and Health Service's compliance with the Right to Information Act 2009 (Qld) and the Information Privacy Act 2009 (Qld)*. – which is viewable at www.oic.qld.gov.au.

surveillance on the website (13.2% of 83 agencies with information about camera surveillance on the website).

Three quarters of the agencies in the IPCS Survey 2015 which reported having camera surveillance systems did not include any information on the privacy safeguards on their website (84 agencies, 75.7% of 111 agencies).

This compares to the almost three quarters of agencies in the IPCS Survey 2015 that stated they had policies and/or procedures for data security practices to protect fixed surveillance footage against loss, unauthorised access, disclosure, modification or other misuse (76 agencies, 71.0% of the 107 agencies responding to the survey).

Only a third of agencies which had privacy safeguards for their camera surveillance system provided information on these safeguards on their website.

Table 24 Information on agency websites about privacy safeguards

What type of information did agencies publish online about the privacy safeguards in their operation of camera surveillance?	All agencies with information about camera surveillance on website	Agencies reporting having camera surveillance in IPCS Survey 2015
Specific formal policies and procedures	10 (12.0%)	9 (8.1%)
Other detailed information	1 (1.2%)	0 (0.0%)
Some information	3 (3.6%)	3 (2.7%)
Link to general privacy policies and procedures	12 (14.5%)	12 (10.8%)
Mentioned	3 (3.6%)	3 (2.7%)
None	54 (65.1%)	84 (75.7%)
Some information on privacy safeguards	29 (34.9%)	27 (24.3%)
Total	83 (100%)	111 (100%)

Website Scan 2015 Base: All agencies with a mention of camera surveillance on their website (n=83).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras.

Source: Website Scan 2015 and IPCS Survey 2015.

Due to low sample sizes and cell counts for this question, comparisons between agencies of different type were not carried out.

Website Scan 2015 question for all agencies

Do the agency personal information holdings include holdings of camera surveillance footage?

The Website Scan 2015 identified that only half of agencies published personal information holdings online (49.5%).

OIC's Website Scan 2015 confirmed agency reports in the IPCS Survey 2015 that only around one in five agencies with camera surveillance included holdings of camera surveillance footage in lists of personal information holdings published online.

Of those with both camera surveillance and personal information holdings published on the website, less than half of the agencies included camera surveillance footage in their personal information holdings (22 of 57 agencies, 38.6%).

Table 25 Inclusion of camera surveillance footage in list of personal information holdings

Was information about camera surveillance footage published online in online list of personal information holdings?	All agencies, Website Scan 2015	Agencies reporting operating camera surveillance in IPCS Survey 2015
Yes	22 (11.2%)	21 (18.9%)
No	35 (17.9%)	29 (26.1%)
No personal information holdings published online	99 (50.5%)	61 (55.0%)
Not applicable – no information about camera surveillance identified ³⁶	40 (20.4%)	0 (0.0%)
Total	196 (100%)	111 (100%)

Website Scan 2015 Base: All agencies (n=196). IPCS Survey 2015 Base: Agencies that operated surveillance cameras.

Source: Website Scan 2015 and IPCS Survey 2015.

³⁶ 40 Agencies published personal information holdings on their website but did not provide any information on their website regarding their use, if any, of camera surveillance.

2.6 Training

Agencies that operated fixed surveillance camera systems were asked: *Do you provide training to staff in fixed surveillance camera system policies and procedures (beyond provision of operating manuals)? (Q2.2a and b)*

The actual extent of training provided by agencies to staff about policies and procedures has not altered much between 2011 and 2015, but there is greater recognition by agencies of the need for training. Agencies with large camera installations and a large suite of policies were also more likely to provide training for staff than agencies with fewer cameras and policies.

Less than half of the agencies who answered this question (52 out of 107 agencies, 48.6%) provided some training to staff in surveillance camera system policies and procedures. This was almost identical to the proportion of agencies providing training in 2011.

However, recognition of the need for training has increased. In 2015 the number of agencies reporting having no training about their surveillance camera systems and with no strategies to implement training, decreased from 2011 from 40.8% to 27.1% with a corresponding increase in the proportion of agencies which identified a need for training.

Table 26 The extent of training provided to staff about camera surveillance policies and procedures

Does the agency provide training to staff about camera surveillance policies and procedures?	IPCS Survey 2015	OESR Survey 2011
Yes - Training implemented in full across the agency	33 (30.8%)	24 (31.6%)
In progress - Training commenced or is complete in part but not all of the agency	19 (17.8%)	13 (17.1%)
Identified - Training needs identified but not commenced	26 (24.3%)	8 (10.5%)
No - No training strategies in place	29 (27.1%)	31 (40.8%)
All agencies	107 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q2.2a.

OESR Survey 2011 Base: All agencies that operated surveillance cameras.

Source: IPCS Survey 2015 and OESR Survey 2011.

Number of cameras and policy implementation both appeared to be associated with providing training to staff in surveillance camera system policies and procedures. The type of agency did not have a significant impact on whether an agency provided training in 2015. Specifically:

- Agencies with more than 100 cameras were much more likely to provide training (74.4%) than agencies with 11 to 100 cameras (40.0%) or agencies with 1 to 10 cameras (27.3%).

- Agencies with fewer than seven policies/procedures were much less likely to have implemented training in part or full (8.6%). The same proportion of agencies with 7 to 12 policies (68.4%) or 13 and more policies (67.9%) that implemented training in part or full. Agencies with 7 to 12 policies were more likely to have implemented the training in full (52.6%) than agencies with 13 or more policies (37.7%).

2.7 Purposes for surveillance camera systems

Agencies that operated fixed surveillance camera systems were asked: *What were the reasons for installing the camera surveillance system(s)? (Q3.1)*

Overall, agencies reported installing camera surveillance for property protection, public and staff safety and the prevention of crime, in 2011 and 2015. Agency websites under-reported the reasons for having camera surveillance, and prioritised the reasons differently compared to the reasons provided to the confidential IPCS Survey 2015. For example, agency websites prioritised public safety as a reason for having camera surveillance and were unlikely to mention specific issues, in contrast to agency responses to the IPCS Survey 2015, where public safety and property protection were equally likely to be reported as the reason for having camera surveillance, and a specific issue response was cited by 43.6% of agencies as a reason for introducing camera surveillance.

In both 2011 and 2015, the three most common reasons for installing camera surveillance systems were property protection (2015 - 86.4%), public and/or staff safety (2015 - 84.5%) and crime prevention (2015 - 80.0%). The most common reasons for installing camera surveillance systems were stable between 2011 and 2015 across all agency types, number of cameras, or extent of implementation of privacy elements in documented policies and procedures.

Table 27 Reasons for installing camera surveillance systems

Reasons for installing camera surveillance	IPCS Survey 2015	OESR Survey 2011
Public and/or staff safety	93 (84.5%)	Public safety – 58 (76.3%) Staff safety – 11 (14.5%)
Property protection	95 (86.4%)	68 (89.5%)
Crime prevention	88 (80.0%)	59 (77.6%)
Crime investigation and enforcement	74 (67.3%)	49 (64.5%)
Research for a public interest	4 (3.6%)	1 (1.3%)
Increase public perception of safety	46 (41.8%)	30 (39.5%)
Public demand or expectation	21 (19.1%)	20 (26.3%)
Traffic management	26 (23.6%)	9 (11.8%)
Improving your capacity to respond to issues (eg. observing incidents that might need expedient agency intervention)	48 (43.6%)	39 (51.3%)
Other	24 (21.8%)	8 (10.5%)
All agencies	110 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on at least one reason for installing a camera surveillance system in Q3.1. OESR Survey 2011 Base: All agencies that operated surveillance cameras. Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Numbers and percentages add to more than sample totals since multiple responses were allowed.

Table 28 Reasons for installing camera surveillance systems, by agency type

Reasons for installing camera surveillance	Department	Local government	HHS	University and TAFE	Other agency	All agencies
Public and/or staff safety	11 (78.6%)	41 (91.1%)	14 (100%)	7 (87.5%)	20 (69.0%)	93 (84.5%)
Property protection	12 (85.7%)	40 (88.9%)	13 (92.9%)	8 (100%)	22 (75.9%)	95 (86.4%)
Crime prevention	10 (71.4%)	39 (86.7%)	12 (85.7%)	7 (87.5%)	20 (69.0%)	88 (80.0%)
Crime investigation and enforcement	10 (71.4%)	34 (75.6%)	11 (78.6%)	6 (75.0%)	13 (44.8%)	74 (67.3%)
Research for a public interest	0 (0.0%)	3 (6.7%)	0 (0.0%)	0 (0.0%)	1 (3.4%)	4 (3.6%)
Increase public perception of safety	4 (28.6%)	22 (48.9%)	11 (78.6%)	5 (62.5%)	4 (13.8%)	46 (41.8%)
Public demand or expectation	3 (21.4%)	13 (28.9%)	1 (7.1%)	1 (12.5%)	3 (10.3%)	21 (19.1%)
Traffic management	4 (28.6%)	10 (22.2%)	6 (42.9%)	3 (37.5%)	3 (10.3%)	26 (23.6%)
Improving your capacity to respond to issues (eg. observing incidents that might need expedient agency intervention)	9 (64.3%)	14 (31.1%)	10 (71.4%)	4 (50.0%)	11 (37.9%)	48 (43.6%)
Other	6 (42.9%)	4 (8.9%)	2 (14.3%)	2 (25.0%)	10 (34.5%)	24 (21.8%)
All agencies in sector	14 (100%)	45 (100%)	14 (100%)	8 (100%)	29 (100%)	110 (100%)

Base: Agencies that operated surveillance cameras that provided information on at least one reason for installing a camera surveillance system in Q3.1.
Source: IPCS Survey 2015.

2015 Website Scan question for all agencies

Does the website provide the reasons for having camera surveillance?

Over all reasons surveyed and assessed, less agencies provided information on the website identifying each reason for their surveillance system than were reported to the IPCS Survey 2015. Other than for public and staff safety as a reason, less than half of agencies identified each reason for having their camera surveillance system on their website compared to the IPCS Survey 2015. Almost a third of agencies with information on camera surveillance on their website did not include any information on the reasons for the agency's camera surveillance.

The top reasons identified on agency websites for having camera surveillance were similar to the reasons identified by agencies on the IPCS Survey 2015, although agencies prioritised public safety more highly than property protection on their websites, compared to the reasons provided in the IPCS Survey 2015 (see Table 29). The top three reasons for agency camera surveillance systems on agency websites were public safety (47.0%), property protection (36.1%) and crime prevention (33.7%). While almost two thirds (67.3%) of agencies identified

that crime investigation and enforcement were one of the reasons for having camera surveillance, less than a third made this clear on their website (29.0% of agencies surveyed reporting use of camera surveillance). While an increased public perception of safety (41.8%) and public perception or demand (19.1%) were identified by agencies on the survey, only 6 agencies (7.2% of all agencies) identified public perception or demand on their website as a reason why they had camera surveillance. Under-reporting on agency websites also occurred for agencies identifying that a reason for their camera surveillance system was in response to an issue, with close to half agencies identifying this reason on the survey (43.6%) but only 2 (2.4% of all agencies) identifying this as a reason on their website.

Table 29 Reasons published on agency websites for having camera surveillance

Reasons for having camera surveillance	All agencies reporting use of camera surveillance on their websites	Agencies reporting use of camera surveillance on website and in IPCS Survey 2015	Agencies report of reasons for having camera surveillance in IPCS Survey 2015
Public safety	39 (47.0%)	34 (49.3%)	93 (84.5%)
Staff safety	15 (18.1%) ³⁷	13 (18.8%)	
Property protection	30 (36.1%)	29 (42.0%)	95 (86.4%)
Crime prevention	28 (33.7%)	25 (36.2%)	88 (80.0%)
Crime investigation and enforcement	22 (26.5%)	20 (29.0%)	74 (67.3%)
Research for a public interest	0 (0.0%)	0 (0.0%)	4 (3.6%)
Increase public perception of safety	6 (7.2%)	6 (8.7%)	46 (41.8%)
Public demand or expectation	0 (0.0%)	0 (0.0%)	21 (19.1%)
Traffic management	8 (9.6%)	6 (8.7%)	26 (23.6%)
Issue response	2 (2.4%)	1 (1.4%)	48 (43.6%)
Other reason	9 (10.8%)	9 (13.0%)	24 (21.8%)
None	26 (31.3%)	20 (29.0%)	
At least one reason	57 (68.7%)	49 (71.0%)	
Total	83 (100%)	69 (100%)	110 (100%)

Website Scan 2015 Base: All agencies that provided a clear statement that they used camera surveillance on their website (n=83).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras.

Source: Website Scan 2015 and IPCS Survey 2015.

³⁷ All agencies which identified staff safety on their website as a reason for implementing camera surveillance also identified public safety as a factor. As a result the proportion of agencies that identified public and/or staff safety is the same as those agencies who identified public safety as a factor.

Findings by sector

Of agencies with camera surveillance mentioned on their website, local governments were the most likely to publish at least one reason for having camera surveillance on their website (81.4% of local governments). Hospital and Health Services were least likely to publish reasons for camera surveillance on their website (40.0% of Hospital and Health Services).

Table 30 Reasons published on agency websites for camera surveillance, by agency type

Reasons for camera surveillance	Department	Local government	HHS	University and TAFE	Other agency	All agencies
Public safety	3 (27.3%)	25 (58.1%)	2 (40.0%)	3 (37.5%)	6 (37.5%)	39 (47.0%)
Staff safety	3 (27.3%)	3 (7.0%)	2 (40.0%)	3 (37.5%)	4 (25.0%)	15 (18.1%)
Property protection	2 (18.2%)	19 (44.2%)	0 (0.0%)	4 (50.0%)	5 (31.3%)	30 (36.1%)
Crime prevention	3 (27.3%)	19 (44.2%)	0 (0.0%)	5 (62.5%)	1 (6.3%)	28 (33.7%)
Crime investigation and enforcement	2 (18.2%)	16 (37.2%)	0 (0.0%)	1 (12.5%)	3 (18.8%)	22 (26.5%)
Research for a public interest	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Increase public perception of safety	0 (0.0%)	4 (9.3%)	0 (0.0%)	2 (25.0%)	0 (0.0%)	6 (7.2%)
Public demand or expectation	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Traffic management	0 (0.0%)	7 (16.3%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	8 (9.6%)
Issue response	0 (0.0%)	2 (4.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.4%)
Other reason	1 (9.1%)	3 (7.0%)	0 (0.0%)	1 (12.5%)	4 (25.0%)	9 (10.8%)
None	5 (45.5%)	8 (18.6%)	3 (60.0%)	3 (37.5%)	7 (43.8%)	26 (31.3%)
At least one reason	6 (54.5%)	35 (81.4%)	2 (40.0%)	5 (62.5%)	9 (56.3%)	57 (68.7%)
All agencies	11 (100%)	43 (100%)	5 (100%)	8 (100%)	16 (100%)	83 (100%)

Base: All agencies that provided a clear statement that they used camera surveillance on their website (n=83).

Source: Website Scan 2015.

2.8 Information or evidence supporting the introduction of camera surveillance

Agencies that operated surveillance cameras were asked: *What information or evidence supported the introduction of your fixed camera surveillance system? (Q3.2)*

Overall, agencies continued to rely upon research and evaluations of camera surveillance to support the introduction of cameras, and reported augmenting these references with a range of other types of information, for example, reviews of issues relating to crime, safety and security.

The most common forms of information or evidence that supported the introduction of camera surveillance systems were research into their effectiveness or evaluations of existing surveillance cameras (both 41.7% of agencies) (Table 31). More than half of agencies specified that other information or evidence supported the introduction of their camera surveillance system (50.9% of agencies), identified in the comments as including a security review, crime and safety considerations, mandatory as agency fit-out, or in response to specific issues or events. Agencies continued to report low levels of having conducted a privacy impact assessment (6.5% overall), across all agency types, to support the introduction of their camera surveillance system in 2015. In 2015 compared to 2011, agencies were more likely to have multiple sources of information or evidence supporting the introduction of camera surveillance.

Table 31 Information and evidence that agencies relied on to support the introduction of camera surveillance

Types of information or evidence	IPCS Survey 2015	OESR Survey 2011
Research into the effectiveness of surveillance cameras	45 Yes (41.7%)	31 (40.8%)
Privacy impact assessment	7 Yes (6.5%)	8 (10.5%)
Evaluations of existing surveillance cameras	45 Yes (41.7%)	28 (36.8%)
Other	55 Yes (50.9%)	19 (25.0%)
None	5 Yes (4.6%)	5 (6.6%)
Don't know	13 Yes (12.0%)	11 (14.5%)
All agencies	108 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on the evidence that supported the introduction of camera surveillance their system in Q3.2. IPCS Survey 2015 Base: Agencies that operated surveillance cameras.
Source: IPCS Survey 2015 and OESR Survey 2011.

Findings by sector

The three most common categories of information or evidence to support the introduction of camera surveillance systems were fairly consistent across agency types.

Table 32 Information and evidence that supported introduction of camera surveillance systems, by agency type

Types of information or evidence	Department	Local government	HHS	University and TAFE	Other agency	All agencies
Research into the effectiveness of surveillance cameras	6 (50.0%)	23 (51.1%)	7 (50.0%)	5 (62.5%)	4 (13.8%)	45 (41.7%)
Privacy impact assessment	1 (8.3%)	1 (2.2%)	2 (14.3%)	1 (12.5%)	2 (6.9%)	7 (6.5%)
Evaluations of existing surveillance cameras	6 (50.0%)	19 (42.2%)	6 (42.9%)	5 (62.5%)	9 (31.0%)	45 (41.7%)
Other	8 (66.7%)	19 (42.2%)	8 (57.1%)	1 (12.5%)	19 (65.5%)	55 (50.9%)
None	0 (0.0%)	2 (4.4%)	0 (0.0%)	0 (0.0%)	3 (10.3%)	5 (4.6%)
Don't know	1 (8.3%)	6 (13.3%)	3 (21.4%)	2 (25.0%)	1 (3.4%)	13 (12.0%)
All agencies in sector	12 (100%)	45 (100%)	14 (100%)	8 (100%)	29 (100%)	108 (100%)

Base: Agencies that operated surveillance cameras that provided information on the evidence that supported the introduction of camera surveillance their system in Q3.2.

Source: IPCS Survey 2015.

Findings by size of camera surveillance holdings

Agencies with small numbers of cameras (1 to 10 cameras) were more likely to rely on other information or evidence (65.2%) than research into the effectiveness (26.1%) or evaluations of existing surveillance cameras (21.7%).

Agencies with large fit-outs (more than 100 cameras) had an even balance between these three factors (between 50.0% and 55.3% for each of the three factors).

Findings by extent of policy implementation

Agencies with a low level of policy implementation (less than 7 policies) were less likely to have any specific information or evidence and more likely not to know what evidence supported the introduction of their camera surveillance system (27.8% of these agencies responded 'none' or 'don't know' compared to 11.5% of agencies which have implemented at least 7 policies or procedures).

2.9 Notifying the community about camera surveillance

Agencies that operated fixed surveillance cameras were asked: *Do you actively inform the community about the surveillance? (Q4.1)*

80.0% of all agencies advised the community about camera surveillance. Generally, this was by a sign in the general area where the cameras were used or in the immediate vicinity of the cameras. About a third of all agencies also published a document describing camera surveillance, mainly being the agencies with more cameras and with more privacy elements implemented in policies and procedures about the camera surveillance system. Information available about camera surveillance was under-supplied on agency websites.

Agencies that operated surveillance cameras reported being significantly more likely to actively inform the community about that surveillance in 2015 (80.0% of agencies) than in 2011 (56.6% of agencies) (Table 33).

Table 33 Extent to which agencies actively inform the community about camera surveillance

Extent of information	IPCS Survey 2015	OESR Survey 2011
Actively informed community	88 Yes (80.0%)	43 (56.6%)
Did not actively inform community	22 No (20.0%)	33 (43.4%)
All agencies	110 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on at least one reason for installing a camera surveillance system in Q3.1. OESR Survey 2011 Base: All agencies that operated surveillance cameras.
Source: IPCS Survey 2015 and OESR Survey 2011.

Findings by sector

Departments were the most likely to inform the community about their camera surveillance in 2011 (77.8%) and in 2015 were the least likely (71.4%). The local government sector and 'public authority' sector both showed significant improvements in the level to which they actively informed the public about their camera surveillance.

Table 34 Extent to which agencies actively inform the community about camera surveillance, by agency type

Agency type	IPCS Survey 2015	OESR Survey 2011
Departments	10 (71.4%)	7 (77.8%)
Local governments	38 (84.4%)	21 (60.0%)
Hospital and Health Services	12 (85.7%)	³⁸
University and TAFEs	7 (87.5%)	15 (46.9%) ³⁹
Other agencies	21 (72.4%)	
Overall	88 (80.0%)	43 (56.6%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q4.1.

OESR Survey 2011 Base: All agencies that operated surveillance cameras.

Source: IPCS Survey 2015 and OESR Survey 2011

Findings by size of camera installations or number of policies

Agencies with more than 100 cameras (95.0%) were more likely than agencies with 1 – 10 cameras (65.2%) and 11 – 100 cameras (75.6%) to inform the community about their camera surveillance.

Agencies with 13 or more policies/procedures (92.5%) were more likely than agencies with between 7 and 12 policies/procedures (84.2%) and significantly more likely than agencies with less than 7 policies/procedures (62.2%) to inform the community about their camera surveillance.

Improvements in actively informing the community about the camera surveillance have occurred across camera installation sizes and levels of policy implementation.

³⁸ This sector did not exist at the time of the OESR Survey 2011.

³⁹ Reported as Public Authorities in the OESR Survey 2011.

Agencies that actively informed the community about their camera surveillance were asked:
When notifying people about the surveillance, how is the information provided? (Q4.2)

Eighty per cent (80.7%) of agencies that operated surveillance cameras notified the community about the surveillance through a notice in the general area where cameras were used, 47.7% by a notice in the immediate vicinity of each camera, 34.1% in a publically accessible document and 22.7% on individual request. More agencies now use a notice in the general area where cameras are used (80.7%) than in 2011 (67.4%).

Table 35 Methods of notifying the community about camera surveillance

	IPCS Survey 2015	OESR Survey 2011
By a notice in the immediate vicinity of each camera	42 Yes (47.7%)	19 (44.2%)
By a notice in the general area where cameras are used (eg. at the entrances to public areas or buildings)	71 Yes (80.7%)	29 (67.4%)
In a publicly accessible document (eg. on your website)	30 Yes (34.1%)	13 (30.2%)
On individual request	20 Yes (22.7%)	15 (34.9%)
Other	16 Yes (18.2%)	12 (27.9%)
All agencies	88 (100%)	43 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on how information is provided when notifying the community about camera surveillance (Q4.2).

OESR Survey 2011 Base: Agencies that actively informed the community about surveillance (n=43).

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Numbers and percentages add to more than the totals since multiple responses allowed.

Findings by sector

Local governments were more likely to use a notice in the immediate vicinity of each camera (60.5%) than other agency types. Hospital and Health Services uniformly (100%) reported using notices in the general area where cameras are used. Over half of university and TAFEs (57.1%) had information in a publically accessible document.

Findings by size of camera installations or number of policies

Agencies with fewer cameras were more likely to use a notice in the immediate vicinity of each camera than agencies with more cameras (66.7% for 1 – 10 cameras, 51.6% for 11 to 100 cameras and 36.8% for more than 100 cameras). Agencies with 1 - 10 cameras were also less likely to use a notice in the general area where cameras are used (40.0%). Agencies with more cameras were more likely to have information in a publically accessible document (44.7%) than agencies with 1 – 10 cameras (20.0%).

Agencies with high, medium or low implementation of policies or procedures for their camera surveillance systems mostly informed the community about their camera surveillance in similar ways. Agencies with 13 or more policies or procedures were more likely (44.9%) than agencies

with fewer than 7 policies or procedures (13.0%) to inform the community in a publicly accessible document.

Agencies that in question 2.1 stated they were '*Publishing a list of holdings of fixed camera surveillance footage including the currency of the footage*' were almost twice as likely to notify the community about the surveillance in a publicly accessible document (58.3%).

Agencies that actively informed the community about their camera surveillance were asked: *Does your agency make the following information on your camera surveillance system publicly available? (Q4.3)*

Agencies that notified the community about agency camera surveillance were most likely to provide information on the purpose of the surveillance system generally (45.3%), the name of the agency service and relevant contact details (36.0%) and the process whereby people could seek access to footage (33.7%). Under a quarter of agencies that notified the community about agency camera surveillance made the other identified types of information available, for example, how long the footage was kept, the legislative basis and authorising legislation, and information on third party disclosure. Agencies were least likely to make information available on the purpose of the surveillance at each specific camera (4.7%) and the number of cameras (8.1%). The number of agencies making each type of information publically available has improved from 2011.

Table 36 Types of information provided to the community about agency camera surveillance

	IPCS Survey 2015	OESR Survey 2011
The name of your service and relevant contact details	31 (36.0%)	⁴⁰
The number of cameras	7 (8.1%)	-
The location of the surveillance cameras	21 (24.4%)	-
How long the footage is kept before it is overwritten or otherwise disposed of	16 (18.6%)	-
The process whereby people can seek access to footage	29 (33.7%)	9 (20.9%)
The purpose of the surveillance system generally	39 (45.3%)	27 (62.8%)
The purpose of the surveillance at each specific camera	4 (4.7%)	2 (4.7%)
Whether the surveillance is authorised or required under a law	13 (15.1%)	6 (14.0%)
If the surveillance is authorised or required under a law, information about the law	12 (14.0%)	3 (7.0%)
Whether it is your usual practice to disclose footage to any other individual, agency, or organisation	20 (23.3%)	12 (27.9%)
Usual practice of secondary disclosure to third parties	10 (11.6%)	2 (4.7%)
Other information	13 (15.1%)	-
Formats in which access to the footage can be obtained	⁴¹	1 (23.%)
None of the above	25 (29.1%)	15 (34.9%)
All agencies	86 (100%)	43 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on the types of information provided to the community in Q4.3.

OESR Survey 2011 Base: Agencies that actively informed the community about surveillance (n=43).

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Numbers and percentages add to more than the totals since multiple responses allowed.

Due to low sample sizes and cell counts for this question, comparisons between agencies of different type, number of cameras, and policy implementations were not carried out.

2015 Website Scan question for all agencies

Does website mention camera surveillance?

Overall, the Website Scan 2015 found that agency websites under-reported agency use of camera surveillance.

83 agencies (42.3%) mentioned their operation of camera surveillance on their websites.⁴² 113 agencies (57.7%) did not mention any operation of camera surveillance by the agency on their website: either mentioning camera surveillance in another context, for example,

⁴⁰ These items were new to the IPCS Survey 2015.

⁴¹ This item was not included in the IPCS Survey 2015.

⁴² Of these 83 agencies, 27 of them did not provide a clear statement that they operated surveillance cameras on their website but sufficient information was available for this to be inferred from the published information.

mentioning camera surveillance operated by another entity (27 agencies – 13.8%); or not mentioning it at all (86 agencies – 43.9%).

This proportion of agencies mentioning use of camera surveillance on their own websites was less than the proportion obtained from the IPCS Survey 2015 responses, in which 111 agencies (71.2%) stated that they used camera surveillance, and in the original survey in 2011, in which 76 agencies (62.3%) mentioned their use of camera surveillance (Table 37).

Table 37 Comparison of IPCS Survey 2015, OESR Survey 2011 and Website Scan 2015

Did agency website mention camera surveillance?	IPCS Survey 2015	OESR Survey 2011	Website Scan 2015
Yes	111 (71.2%)	76 (62.3%)	83 (42.3%)
No	45 (28.8%)	46 (37.7%)	113 (57.7%)
Total	156 (100%)	122 (100%)	196 (100%)

IPCS Survey 2015 Base: All agencies (n=156).

OESR Survey 2011 Base: All agencies (n=122).

Website Scan 2015 Base: All agencies (n=196).

Source: IPCS Survey 2015, OESR Survey 2011 and Website Scan 2015.

In terms of agency websites under-stating usage of camera surveillance, OIC's Website Scan 2015 also identified a number of times where the agency website did not mention the use of camera surveillance, but use of camera surveillance by that agency was mentioned on other websites, for example, on regional media websites.

Of the agencies which reported operating fixed surveillance cameras in the IPCS Survey 2015, less than a third had clear information on their website regarding their use of camera surveillance (32.4%). Almost another third mentioned camera surveillance on their website but provided little information (29.7%). Of the agencies which identified that they had camera surveillance on the survey, nearly two thirds (62.2%) had some information on the agency's use of camera surveillance available through the agency website.

Of the agencies that mentioned their operation of camera surveillance on their websites, six agencies reported in the IPCS Survey 2015 that they did not operate fixed surveillance cameras. This represented a small amount of demonstrable under-reporting (at least 3%) of fixed camera surveillance use by agencies in the IPCS Survey 2015.

Table 38 Number of agencies that mentioned camera surveillance on their website

Mention of camera surveillance on agency websites identified by Website Scan 2015	Report of use of camera surveillance on all agency websites	Agencies that responded to IPCS Survey that operate camera surveillance
Yes	41 (20.9%)	36 (32.4%)
Mentioned	42 (21.4%)	33 (29.7%)
Mentioned, but not in agency policy or practice ⁴³	27 (13.8%)	14 (12.6%)
No	86 (43.9%)	28 (25.2%)
Total	196 (100%)	111 (100%)
Total agencies providing some information relevant to their use of camera surveillance	83 (42.3%)	69 (62.2%)

Website Scan 2015 Base: All agencies (n=196).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).

Source: Website Scan 2015 and IPCS Survey 2015.

Results of Website Scan 2015 by sector

All universities and TAFEs mentioned operation of camera surveillance on their websites (100%). Over half of departments and local governments (55.0% and 55.8% respectively) mentioned their operation of camera surveillance on their websites. While all Hospital and Health Services used camera surveillance, less than a third of them mentioned their operation of camera surveillance on their website (31.3%). Nearly a quarter (21.3%) of other agencies mentioned their operation of camera surveillance on their websites.

⁴³ 'Mentioned, but not in agency policy or practice' is for agencies where the only information on camera surveillance on the website is not regarding the agency's use of camera surveillance.

Table 39 Number of agencies that mentioned camera surveillance on their website, by agency type

Types of agencies	Agency mentions camera surveillance on website	No mention of camera surveillance on agency website ⁴⁴	Total agencies
Departments	11 (55.0%)	9 (45.0%)	20 (100%)
Local governments	43 (55.8%)	34 (44.2%)	77 (100%)
Hospital and Health Services	5 (31.3%)	11 (68.8%)	16 (100%)
University and TAFEs	8 (100.0%)	0 (0.0%)	8 (100%)
Other agencies	16 (21.3%)	59 (78.7%)	75 (100%)
Total	83 (42.3%)	113 (57.7%)	196 (100%)

Base: All agencies (n=196)

Source: Website Scan 2015.

Note: This includes all agencies, including agencies that were non-responding in the survey or who stated in the survey that they did not operate camera surveillance.

Website Scan 2015 question for all agencies

Does agency operate camera surveillance?

The Website Scan 2015 differentiated the extent of the information provided on agency websites regarding an agency's use of fixed camera surveillance, for example, whether or not fixed camera surveillance was mentioned, or whether the information published on the agency's website was sufficient to clearly identify that the agency operated a fixed camera surveillance system.

Of the 83 agencies which had information on their website regarding their use of camera surveillance, 73 of them provided sufficient information and clarity to confirm they operated a fixed camera surveillance system. For eight agencies, there was information on the website regarding camera surveillance which was insufficient to conclude whether or not the agency operated camera surveillance. Two additional agencies had information which implied they operated camera surveillance: in one case the link was broken; and in the other it was unclear whether the agency had responsibility for the monitoring or whether it was done under a facility lease arrangement. Just over half of agencies reporting usage of camera surveillance on the IPCS Survey 2015 included information on their website which made it clear that the agency operated camera surveillance (54.1%).

⁴⁴ This includes agencies where the only mention of camera surveillance on the website was not in regards to the agency's operation of camera surveillance.

Table 40 Number of agencies that operated camera surveillance according to their website

	All agencies	Agencies with camera surveillance on IPCS Survey 2015
Yes	73 (37.2%)	60 (54.1%)
Other	2 (1.0%) ⁴⁵	2 (1.8%)
Unknown	121 (61.7%)	49 (44.1%)
Total	196 (100%)	111 (100%)

Website Scan 2015 Base: All agencies (n=196). IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).

Source: Website Scan 2015 and IPCS Survey 2015.

2015 Website Scan question for all agencies

What does the agency publish on their website about the operation of their camera surveillance system?

- *Number of cameras*
- *Details of cameras, for example, locations*
- *Information about holdings of camera surveillance footage*
- *Does this information include the currency of the footage*
- *If so, how long it is kept*

While 104 agencies provided information to OIC on 32,230 fixed surveillance cameras in the IPCS Survey 2015, only 16 agencies provided information on 3,344 cameras on their websites. In this regard, the existence of only one in ten fixed surveillance cameras were identified in some way by agencies on their website (10.4%).

Of the agencies with some information on camera surveillance on their websites, only a quarter (27.0%) provided any information on where the surveillance cameras were located. This information varied from extremely vague, for example: using phrases like ‘public spaces around a city’, ‘various locations as approved’ or ‘recognised trouble spots’; to specific facilities and locations.

Only 16 agencies (8.2%) provided information about the holdings of camera surveillance footage, with an additional 14 agencies (7.1%) mentioning camera surveillance footage

⁴⁵ One agency had a media mention of an upgrade to camera surveillance on the website but the link to the media release was broken and this was the only mention of camera surveillance on the website. One agency had a clear statement that camera surveillance was constantly monitoring their premises but the monitoring was done by a third party and it was not clear who owned and was responsible for the footage.

holdings but providing no information. Only eight agencies (4.1%) published the specific information on the retention period for camera surveillance footage and this varied between seven days and six months.

Table 41 Types of information published by agencies on their websites about camera surveillance

Type of information	All agencies with camera surveillance on website as per Website Scan 2015	Type of information	IPCS Survey 2015
Number of cameras	16 agencies identified 3,344 cameras	Number of cameras	7 (8.1%)
Location of cameras	53 (63.9%)	Location of cameras	21 (24.4%)
Information about holdings of camera surveillance footage	16 Yes (19.3%) 14 Mentioned (16.9%)		
Does this information include the currency of the footage	10 Yes (12.0%) 3 Vague (3.6%)	How long the footage is kept	16 (18.6%)
If so, how long it is kept	8 publish retention period 4 have some retention information Vary from 7 days to 6 months		
Total	83 (100%)	Total	86 (100%)

Website Scan 2015 Base: All agencies with a mention of camera surveillance on their website (n=83).

IPCS Survey 2015 Base: All agencies that operated surveillance cameras that provided information on Q4.3 regarding the information agencies reported that they made publically available.

Source: Website Scan 2015 and IPCS Survey 2015.

2015 Website Scan question for all agencies

Is information provided on how individuals can obtain from an agency any camera surveillance footage which contains images of them; and is the information provided accurate?

A third of agencies stated that they provide information to the public about the process whereby people can seek to access footage (33.7%). While this information does not specifically have to be located on an agency's website, the website scan showed that in general these agencies made information on how to access camera surveillance footage available on the agency website (22.5% of agencies reporting having fixed camera surveillance).

Table 42 Extent of information published on agency websites as to how to access surveillance camera footage of an individual

Extent of information published on website about accessing camera surveillance footage	Agencies identified in Website Scan 2015 as mentioning camera surveillance on website	Agencies with camera surveillance on IPCS Survey 2015
Detailed information	16 (19.3%)	15 (13.5%)
Some information	9 (10.8%)	9 (8.1%)
Contact only	2 (2.4%)	1 (0.9%)
Mentioned	4 (4.8%)	3 (2.7%)
No	50 (60.2%)	81 (73.0%)
Other ⁴⁶	1 (1.2%)	1 (0.9%)
Information on access to footage on website	27 (32.5%)	25 (22.5%)
All agencies	83 (100%)	111 (100%)

Website Scan 2015 Base: All agencies with a mention of camera surveillance on their website (n=83).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).

Source: Website Scan 2015 and IPCS Survey 2015.

Overall the information provided on how to access camera surveillance footage was accurate, but detailed information was only provided by 16 agencies, two agencies provided information on access through legal representation or a subpoena but not through the IP Act, and four agencies provided information which contained inaccuracies.

⁴⁶ One agency's RTI webpage defines 'document' as including film or videotape, although not specifically camera surveillance footage.

Table 43 Accuracy of information published on websites about accessing camera surveillance footage of an individual

Is information on website accurate?	Website Scan 2015
Yes	25 (80.6%)
No	4 (12.9%)
Other ⁴⁷	2 (6.5%)
Assessable agencies	31 (100%)

Base: Agencies that provided sufficient information on how to access camera surveillance footage for the information provided to be assessed for accuracy.

Source: Website Scan 2015.

2015 Website Scan question for all agencies

Are documented policies and procedures for managing camera surveillance published online?

Only one in ten of all agencies have published on their website policies and procedures for managing camera surveillance (10.7%). This was substantially less than the almost three quarters of agencies reporting that they operated fixed surveillance cameras (71.2%) on the IPCS Survey 2015.

When comparing the Website Scan results with responses from the agencies that reported operating surveillance cameras on the survey, less than one in five published any policies or procedures for managing camera surveillance on their website (17.1%).

Due to low sample sizes and cell counts for this question, comparisons between agencies of different type and size were not carried out.

Table 44 Documented policies and procedures for managing camera surveillance published online

Are policies and procedures for managing camera surveillance published online	Website scan	Agencies with camera surveillance on IPCS Survey 2015
Yes	21 (10.7%)	19 (17.1%)
No	62 (31.6%)	92 (82.9%)
Not assessable, no mention of camera surveillance on website	113 (57.7%)	
Assessable agencies	196 (100%)	111 (100%)

Website Scan 210 Base: All agencies (n=196).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).

Source: Website Scan 2015 and IPCS Survey 2015.

⁴⁷ Two agencies mention access through legal representation or a subpoena but do not provide any information on the right to apply for access through the IP Act.

2015 Website Scan question for all agencies

Do agency policies / procedures describe practices to protect camera surveillance footage against: loss, unauthorised access, disclosure, modification and other misuse?

Of the few agencies with camera surveillance policies and procedures on the website or other information to address the relevant protection over half of them (60.8%) provided detailed information to address at least one data protection requirement.⁴⁸ The most common data protection requirements to be addressed were unauthorised access (90.9%) and disclosure (86.4%). Loss (60.9%), other misuse (63.6%) and modification (54.5%) were less likely to be addressed.

Nearly three quarters (71.0%) of all agencies with fixed camera surveillance in the IPCS Survey 2015 reported having a policy, procedure or mechanism to address data security practices to protect camera surveillance footage against loss, unauthorised access, disclosure, modification or other misuse. Few of these agencies supplied this information on their agency website. Of the agencies that reported that they had fixed camera surveillance less than a fifth of their websites provided information on how the agency protected the camera surveillance data in regards to each of the identified data protection requirements.

Due to low sample sizes and cell counts for this question, a comparison between agencies of different type was not carried out.

Table 45 Types of protections for footage described in policies and procedures addressing camera surveillance

Policies and procedures describe practices to protect against:	Detailed information	Some information	Mentioned	No	Other ⁴⁹	Agencies with camera surveillance on IPCS Survey 2015
Loss	7 (30.4%)	2 (8.7%)	5 (21.7%)	8 (34.8%)	1 (4.3%)	14 (12.6%)
Unauthorised access	12 (54.5%)	3 (13.6%)	5 (22.7%)	1 (4.5%)	1 (4.5%)	19 (17.1%)
Disclosure	11 (50.0%)	4 (18.2%)	4 (18.2%)	2 (9.1%)	1 (4.5%)	18 (16.2%)
Modification	5 (22.7%)	3 (13.6%)	4 (18.2%)	9 (40.9%)	1 (4.5%)	12 (10.8%)
Other misuse	7 (31.8%)	3 (13.6%)	4 (18.2%)	7 (31.8%)	1 (4.5%)	14 (12.6%)

Website Scan 2015 Base: Agencies that mentioned camera surveillance on the website that published policies and procedures to manage camera surveillance or otherwise addressed the relevant protections (n=22 or n=23).

IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).

Source: Website Scan 2015 and IPCS Survey 2015.

⁴⁸ Two agencies did not have any policies or procedures which addressed camera surveillance but did have other material on the website which addressed some of these requirements.

⁴⁹ One agency defined personal information to include camera surveillance footage and in a separate policy which did not include any reference to camera surveillance systems or footage included information on the protection of personal information in general against each of the data protection requirements.

2015 Website Scan question for all agencies

Do the camera surveillance policies and procedures address use and disclosure of personal information to ensure that personal information is used for secondary purposes or disclosed only as provided for in the Information Privacy Act 2009 (Qld)?

Agencies which did have a policy and/or procedure that addressed camera surveillance were most likely to have detailed information on use and disclosure when necessary for law enforcement (57.1%), when the individual was aware the agency usually disclosed the information (52.4%) and where it was necessary for life, health, safety or welfare (52.4%). Agencies were least likely to address use and disclosure for research or statistical analysis (28.6%) and marketing (23.8%). Agencies overall had the same level of disclosure across multiple items, such that an agency with detailed information in one area was more likely to have detailed information across multiple other areas. Five agencies, all local governments, provided detailed information which covered camera surveillance on each of the eight use and disclosure provisions on their website.

Few agencies which identified that they had camera surveillance on the IPCS Survey 2015 provided information on their use and disclosure of personal information on their websites (3.6% to 16.2%). These agencies were most likely to provide information on use and disclosure where necessary for law enforcement (16.2%), where authorised or required under a law (14.4%), where necessary for life, health, safety or welfare (14.4%) or the use was directly related to the original purpose (14.4%).

Due to low sample sizes and cell counts for this question, a comparison between agencies of different type was not carried out.

Table 46 Camera surveillance policies and procedures address appropriate use and disclosure of personal information

Website Scan 2015 results					
Factors affecting appropriate use and disclosure mentioned in agency policies and procedures	All agencies reviewed in Website Scan 2015				Agencies with camera surveillance on IPCS Survey 2015
	Detailed information	Some information	No	Other ⁵⁰	
With consent	7 (33.3%)	7 (33.3%)	6 (28.6%)	1 (4.8%)	13 (11.7%)
the individual was aware the agency usually disclosed the information	11 (52.4%)	3 (14.3%)	6 (28.6%)	1 (4.8%)	13 (11.7%)
use or disclosure is necessary for life, health, safety or welfare of an individual or for public health, safety or welfare	11 (52.4%)	7 (33.3%)	2 (9.5%)	1 (4.8%)	16 (14.4%)
use or disclosure is authorised or required under a law	9 (42.9%)	9 (42.9%)	3 (14.3%)	0 (0.0%)	16 (14.4%)
use or disclosure is necessary for law enforcement	12 (57.1%)	8 (38.1%)	1 (4.8%)	0 (0.0%)	18 (16.2%)
the use is directly related to the original purpose	10 (47.6%)	8 (38.1%)	2 (9.5%)	1 (4.8%)	16 (14.4%)
it is de-identified and necessary for research or statistical analysis in the public interest	5 (23.8%)	1 (4.8%)	14 (66.7%)	1 (4.8%)	5 (4.5%)
it is to be used for marketing to the individual, as long as the individual is advised that they can 'opt out'	5 (23.8%)	0 (0.0%)	15 (71.4%)	1 (4.8%)	4 (3.6%)

Website Scan 2015 Base: Agencies that mentioned camera surveillance on the website that published policies and procedures for camera surveillance (n=21). IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111).
Source: Website Scan 2015 and IPCS Survey 2015.

2015 Website Scan question for all agencies

What reasons given for the camera surveillance in the agency policies and procedures?

Of the 21 agencies that had policies and procedures on their website about the management of camera surveillance, the majority (90.5%) included at least one reason for the implementation of camera surveillance.

The most common reason identified was public safety (85.7%), followed by property protection (66.7%), crime investigation and enforcement (61.9%), crime prevention (52.4%) and staff safety (47.6%). This aligned more closely with the advice generally found on websites during

⁵⁰ One agency provided a link to a factsheet for Surveillance Cameras and Privacy. This factsheet was clearly branded as belonging to another agency and thus could not be considered to be a policy of this agency.

the Website Scan 2015 as to reasons for implementing camera surveillance, compared to the responses across all agencies in the IPCS Survey 2015 which identified the primary reasons for introducing camera surveillance as being almost equally property protection (86.4%), public and staff safety (84.5%) and crime prevention (80.0%). While agencies identified research, meeting public demand, managing traffic and responding to a trigger issue as reasons for installing camera surveillance in the IPCS Survey 2015, they did not provide this information to the public on their websites. The discrepancies as to reasons for installing camera surveillance between IPCS Survey 2015 responses, advice found on websites in the Website Scan 2015 and the contents of published policies suggested that agencies may not have ensured that all identified reasons for implementing camera surveillance were documented and applied consistently when developing policy and procedure and informing the community about the surveillance.

Only 15.3% of agencies that reported having camera surveillance systems on the IPCS Survey 2015 published a policy and/or procedure on their website to manage camera surveillance which included at least one reason why the system was implemented.

Of the 19 agencies which published at least one reason for implementing camera surveillance in their policies and/or procedures, the majority (84.2%) had an alignment between the information in policies and procedures and the information presented on their website more generally giving reasons for the camera surveillance.

Table 47 Reasons for having camera surveillance that were included in camera surveillance policies and procedures

	Agencies identified in the Website Scan 2015	On website of agencies with camera surveillance on IPCS Survey 2015	IPCS Survey 2015
Public safety	18 (85.7%)	16 (14.4%)	93 (84.5%)
Staff safety	10 (47.6%)	9 (8.1%)	
Property protection	14 (66.7%)	14 (12.6%)	95 (86.4%)
Crime prevention	11 (52.4%)	9 (8.1%)	88 (80.0%)
Crime investigation and enforcement	13 (61.9%)	11 (9.9%)	74 (67.3%)
Research for a public interest	0 (0.0%)	0 (0.0%)	4 (3.6%)
Increase public perception of safety	4 (19.0%)	4 (3.6%)	46 (41.8%)
Public demand or expectation	0 (0.0%)	0 (0.0%)	21 (19.1%)
Traffic management	2 (9.5%)	1 (0.9%)	26 (23.6%)
Issue response	0 (0.0%)	0 (0.0%)	48 (43.6%)
Other reason	4 (19.0%)	4 (3.6%)	24 (21.8%)
None	2 (9.5%)	2 (1.8%)	
No policies or procedures for camera surveillance online		92 (82.9%)	
At least one reason	19 (90.5%)	17 (15.3%)	
Total	21 (100%)	111 (100%)	110 (100%)

Website Scan 2015 Base: All agencies that had policies and/or procedures for managing camera surveillance on their website (n=21). IPCS Survey 2015 Base: Agencies that operated surveillance cameras (n=111) and agencies that provided information on their reasons for camera surveillance in Q3.1 (n=110).

Source: Website Scan 2015 and IPCS Survey 2015.

Note: Numbers and percentages add to more than sample totals since multiple responses allowed.

Due to low sample sizes and cell counts for this question, a comparison between agencies of different type was not carried out.

To determine whether agencies that provided information on the reasons for their camera surveillance on the survey provided the same information to the public on their websites further analysis was performed for the 17 agencies which did both.

While the 17 agencies identified a total of 98 reasons for having camera surveillance only 62 reasons were identified on agencies' websites, of which 53 matched the reason identified by the agency on the survey. Agencies were very open on their websites about public / staff safety and property protection purposes of camera surveillance on their websites (93.7% and 87.5%

aligned respectively). Over half of agencies had alignment between the agency-identified reasons for camera surveillance (on the survey) and the agency's website in regards to crime investigation and enforcement (57.1%), crime prevention (53.3%), to increase the public perception of safety (55.6%) and other reasons (60.0%).⁵¹

None of these agencies though provided the same reasons on the survey and their website regarding research for a public interest, public demand or expectation, traffic management and issue response.

Table 48 Match between reasons for camera surveillance cited in the IPCS Survey 2015 survey and identified in the Website Scan 2015

	IPCS Survey 2015	Website Scan 2015	% Match
Public safety or Staff safety	16 (94.1%)	16 (94.1%)	15 (93.8%)
Property protection	16 (94.1%)	14 (82.4%)	14 (87.5%)
Crime prevention	15 (88.2%)	10 (58.8%)	8 (53.3%)
Crime investigation and enforcement	14 (82.4%)	11 (64.7%)	8 (57.1%)
Research for a public interest	1 (5.9%)	0 (0.0%)	0 (0.0%)
Increase public perception of safety	9 (52.9%)	5 (29.4%)	5 (55.6%)
Public demand or expectation	7 (41.2%)	0 (0.0%)	0 (0.0%)
Traffic management	5 (29.4%)	1 (5.9%)	0 (0.0%)
Issue response	10 (58.8%)	0 (0.0%)	0 (0.0%)
Other reason	5 (29.4%)	5 (29.4%)	3 (60.0%)
Total	17 (100%)	17 (100%)	17 (100%)

Website Scan 2015 and IPCS Survey 2015 Base: All agencies that mentioned at least one reason for their camera surveillance on their website and which reported they operated fixed camera surveillance on the IPCS Survey 2015 (n=17).

Source: Website Scan 2015 and IPCS Survey 2015.

Note: The Website Scan 2015 numbers include all information on the reasons for camera surveillance on agencies' websites not just information in their policies and procedures.

Note: Numbers and percentages add to more than sample totals since multiple responses allowed.

In summary, the matches between reasons for camera surveillance published in policies and procedures, cited in the IPCS Survey 2015 and identified in the Website Scan 2015 were close for some reasons and not others. Agencies were likely to consistently reflect in both the survey and on their website the purposes of public and staff safety and property protection. Half of agencies that identified: crime prevention, crime investigation and enforcement and increase public perception of safety; made information on these reasons for camera surveillance available on their website. While agencies identified research, meeting public demand,

⁵¹ This is the proportion of agencies that reported the specified reason for camera surveillance on either their website or in the IPCS Survey 2015 where the reason was consistently reported.

managing traffic and responding to a trigger issue as reasons for installing camera surveillance in the survey, they did not provide this information to the public on their websites.

2.10 Data storage and security of camera surveillance footage

Agencies that operated fixed surveillance cameras were asked:

Where is your fixed surveillance camera footage stored? (Q5.1)

Access to fixed surveillance camera footage is managed by the following? (Q5.2)

Agencies generally stored camera surveillance footage on their own premises and managed access to footage by limiting access to authorised individuals. The majority of agencies stored camera surveillance footage protected by physical security measures such as in locked storage and under password protection. There were a small number of respondents who didn't know how the footage was kept secure or thought that there were no formal procedures for keeping the footage secure.

The majority of agencies (89.9% overall), irrespective of type, number of cameras, or policy implementation, stored their surveillance camera footage in their own agency facilities (Table 49).

Local governments (15.6%) and departments (15.4%) were more likely than other types of agencies (1.9%) to store their camera footage in another agency's facilities. Statutory authorities were somewhat more likely than other types of agencies to store their footage at a private contractor's facilities (13.8%).

Table 49 Location of camera surveillance footage storage

	IPCS Survey 2015	OESR Survey 2011
Your facilities	98 (89.9%)	67 (88.2%)
Another government agency's facilities	10 (9.2%)	7 (9.2%)
Private sector contractor's facilities	5 (4.6%)	6 (7.9%)
Other	8 (7.3%)	5 (6.6%)
Footage is not stored anywhere	7 (6.4%)	1 (1.3%)
Don't know	2 (1.8%)	1 (1.3%)
All agencies	109 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q5.1 (n=109).

OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76).

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Numbers and percentages add to more than sample totals since multiple responses allowed.

Nine out of ten (88.1%) agencies that operated surveillance cameras managed the access to their camera footage.

The majority (83.5%) of agencies only allowed individuals to access the footage if authorised to do so, 68.8% stored the footage under password protection, 59.6% subjected the footage to physical security measures, 45.9% had documented security procedures to govern access by

external individuals, agencies or organisations, 42.2% document access to the footage, and 13.8% subjected the footage to data encryption (Table 50).

Table 50 Management strategies to protect camera surveillance footage

	IPCS Survey 2015	OESR Survey 2011
Individuals can only access the footage if authorised to do so	91 Yes (83.5%)	67 (88.2%)
Footage is subject to data encryption	15 Yes (13.8%)	9 (11.8%)
Footage is stored under password protection	75 Yes (68.8%)	52 (68.4%)
Access to the footage is documented, eg. in a log, to create an audit trail	46 Yes (42.2%)	33 (43.4%)
Access by external individuals, agencies, and organisations is governed by documented security procedures	50 Yes (45.9%)	29 (38.2%)
Footage is subject to physical security measures, eg. locked storage	65 Yes (59.6%)	49 (64.5%)
Other	14 Yes (12.8%)	4 (5.3%)
Footage is not managed formally	11 Yes (10.1%)	3 (3.9%)
Don't know	2 Yes (1.8%)	0 (0.0%)
All agencies	109 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q5.2 (n=109).

OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76).

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Numbers and percentages add to more than sample totals since multiple responses allowed.

Findings by sector, size of camera installations and extent of implementation of policies

Universities and TAFEs, Hospital and Health Services and departments appeared to implement a greater number of formal management procedures for their surveillance camera footage than either local governments or public authorities.

Agencies that operated higher numbers of surveillance cameras reported having implemented more formal management procedures than agencies that operated fewer surveillance cameras.

Agencies with 13 or more policies/procedures for their camera surveillance systems implemented over twice the number of formal management procedures than agencies with less than seven policies/procedures.

2.11 Use of camera surveillance footage

Agencies that operated fixed surveillance cameras were asked: *Have you found that the camera footage has been used for purposes other than those for which the system was initially commissioned? (Q6.1a)*

Only six agencies (5.5%) reported that they had used camera surveillance footage for purposes other than those for which the system was initially commissioned. Only local governments and statutory authorities reported having used surveillance camera footage for secondary purposes.

Agencies that reported that the camera footage had been used for purposes other than those for which the system was initially commissioned were asked: *If so, have the privacy considerations been addressed for this secondary use? (Q6.1b)*

All agencies (100%) that reported using camera surveillance footage for purposes other than those for which the system was initially commissioned reported addressing the privacy considerations for the secondary usage.

Table 51 Use of camera surveillance footage for purposes other than originally envisaged

	IPCS Survey 2015	All agencies
Used camera footage for other purposes	6 (5.5%)	109 (100%)
Privacy considerations addressed for this use	6 (100.0%)	6 (100%)

Base: Agencies that operated surveillance cameras that provided information on Q6.1a and b.
Source: IPCS Survey 2015.

2.12 Disclosure of camera surveillance footage

Agencies that operated fixed surveillance cameras were asked:

Have you had any requests for access to camera surveillance footage? (Q7.1a)

If yes, please specify how many in the last 12 months

If so, have you received requests from any of the following for access to camera surveillance footage? (Q7.1b)

Three quarters of agencies that operated surveillance cameras (74.5%) reported having received requests for access to camera surveillance footage. Two thirds of agencies that operated surveillance cameras (67.3%) had implemented a policy, process or mechanism to manage disclosure of camera surveillance footage. Not all agencies which had received a request for access to camera surveillance footage had an appropriate policy, process or mechanism in place to manage the release of this footage.

64 agencies provided at least some information on the number of requests for camera surveillance footage they received in the last 12 months. Approximately 4,000 requests per annum for access to camera surveillance footage were reported from these 64 agencies.

This is an underestimate of the total number of requests, as reports of the number of requests were not provided consistently in response to the IPCS Survey 2015:

Table 52 Agency information about the number of requests received for access to camera surveillance footage

Agency information about the number of requests received for access to camera surveillance footage	Number of agencies reporting requests in IPCS Survey 2015
provided the specific number of requests	42
provided an estimate of the number of requests	17
provided other information regarding requests but did not provide a number of requests, of which five implied at least one request had been received	7
Agencies providing some information on the number of requests for footage	64
Received a request for footage but provided no information on the number of requests received	18
Agencies reporting receipt of requests for camera surveillance footage	82

Base: Agencies that operated surveillance cameras that provided information on Q7.1 and Q7.2.
Source: IPCS Survey 2015.

The number of requests per agency varied widely with 38 agencies reporting 10 or fewer requests per annum, 13 agencies between 11 and 100 requests and nine agencies reporting more than 100 requests per annum.

Over a quarter of agencies (27.2%) which had received a request to access camera surveillance footage reported individuals had sought access to footage of themselves. Over half of agencies (56.8%) reported that an individual or entity had sought footage of another individual and almost two thirds of agencies (64.2%) which had received a request to access camera surveillance footage had identified that access was by other individuals or entities.

Table 53 Requests for access to camera surveillance footage

IPCS Survey 2015	
Had received a request for access	82 (74.5%)
All agencies	110 (100%)
Who the request was received from:	IPCS Survey 2015
An individual seeking footage of themselves	22 (27.2%)
An individual or entity seeking footage of another individual	46 (56.8%)
Other	52 (64.2%)
All agencies	81 (100%)

Base: Agencies that operated surveillance cameras that provided information on Q7.1 and Q7.2.

Source: IPCS Survey 2015.

Note: Numbers and percentages add to more than sample totals since multiple responses allowed.

Analysis of the comments showed that while agencies were fairly consistent in identifying when an individual was seeking footage of themselves, agencies differed significantly in what they categorised an individual or entity seeking footage of another individual or 'other'.

As a result additional analysis of the comments was performed. This indicated that the Queensland Police Service (QPS) had accessed or requested access to camera surveillance footage from 80.0% of the agencies that had received a request. Over one quarter (28.8%) of agencies receiving applications for access to camera surveillance footage commented they had received a request from a member of the public. Staff of agencies also accessed camera surveillance footage in one fifth of agencies (21.3%). A small number of agencies (9 agencies, 11.3%) reported that a range of other agencies also had accessed their camera surveillance footage. Other requestors included legal representatives, the media, insurance companies, an advocate, individuals requesting footage to identify perpetrators of damage to their property/asset and regarding incidents involving vehicles.

Table 54 Requestors of camera surveillance footage identified by comments to IPCS Survey 2015

Who the request was received from:	IPCS Survey 2015
Queensland Police Service	64 (80.0%)
Public	23 (28.8%)
Staff	17 (21.3%)
Other government agencies	9 (11.3%)
Process	7 (8.8%)
Legal representative	4 (5.0%)
Other	18 (22.5%)
All agencies	80 (100%)

Base: Agencies that operated surveillance cameras that provided information on Q7.1 and Q7.2.
Source: IPCS Survey 2015.

Agencies that operated fixed surveillance cameras were asked: *Do you have an administrative arrangement with any of the following entities concerning access to camera surveillance footage? (Q7.2a)*

Over half of agencies that operated surveillance cameras (52.3%) reported having an administrative arrangement with another entity concerning access to the agency's camera surveillance footage. This showed no change from 2011. Almost all of these agencies (98.2%) reported that their administrative arrangements were with other agencies to access their camera surveillance footage. This was consistent across agency types, camera deployment sizes and levels of policy implementation. Only six agencies reported having an administrative arrangement with an organisation which was not a government agency. The comments showed that the most common entity with which agencies had an administrative arrangement with was the QPS.

Table 55 Administrative arrangements for access to camera surveillance footage

Did the agency have an administrative arrangement for another agency to access camera surveillance footage?	IPCS Survey 2015	OESR Survey 2011
Had an administrative arrangement with another entity	57 (52.3%)	40 (52.6%)
All agencies	109 (100%)	76 (100%)
What type of entity was the administrative arrangement with:	IPCS Survey 2015	
Other government agencies, eg. the Queensland Police Service for law enforcement purposes	56 (98.2%)	39 (97.5%)
Other organisations	6 (10.5%)	5 (6.6%)
All agencies	57 (100%)	40 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q7.2a.

OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76) and had an administrative arrangement for camera surveillance footage with another entity (n=40).

Source: IPCS Survey 2015 and OESR Survey 2011.

Note: Numbers and percentages may add to more than sample totals since multiple responses allowed.

Findings by sector, size of camera installation and extent of implementation of policies

Universities and TAFEs were the sector which was most likely to have an administrative arrangement for access to their camera surveillance footage (87.5%), followed by almost three quarters of Hospital and Health Services (71.4%) and over half of local governments (60.0%). Less than a third of departments (30.8%) and other agencies (31.0%) had an administrative arrangement for their camera surveillance footage with another entity.

Agencies with a large number of cameras (over 100 cameras) were more likely to have an administrative arrangement with another entity (71.8%) than agencies with 11 to 100 cameras (56.1%) and significantly more likely than agencies with fewer cameras (1 to 10) (21.7%).

Agencies with more privacy elements implemented in documented policies and procedures (13 or more; or 7 to 12) were more likely to have an administrative arrangement with another entity (13 or more – 62.3%, 7 to 12 – 57.9%) than agencies with the fewest privacy elements implemented in documented policies and procedures for camera surveillance (less than 7) (33.3%).

Table 56 Whether agencies had an administrative arrangement with another entity for access to camera surveillance footage, by agency type

Type of agency	Any entity	Other government agencies	Other organisation	All agencies
Departments	4 (30.8%)	4 (100.0%)	2 (50.0%)	13 (100%)
Local governments	27 (60.0%)	27 (100.0%)	2 (7.4%)	45 (100%)
Hospital and Health Services	10 (71.4%)	10 (100.0%)	1 (10.0%)	14 (100%)
University and TAFEs	7 (87.5%)	7 (100.0%)	0 (0.0%)	8 (100%)
Other agencies	9 (31.0%)	8 (88.9%)	1 (11.1%)	29 (100%)
Overall	57 (52.3%)	56 (98.2%)	6 (10.5%)	109 (100%)

Base: Agencies that operated surveillance cameras that provided information on Q7.2a.

Source: IPCS Survey 2015.

Agencies that had an administrative arrangement with another entity concerning access to camera surveillance footage were asked:

Does this access occur according to a formal written agreement or in accordance with an established procedure? (Q7.2b)

Does your agency require requesting agencies to use a standardised request form to obtain camera surveillance footage? (Q7.2c)

The majority of agencies with an administrative arrangement reported that administrative access by other entities to their camera surveillance footage occurred according to a formal written agreement or in accordance with an established procedure (87.9%). Three quarters of agencies with an administrative arrangement required a standardised request form (78.6%).

Table 57 Formal administrative access procedures for obtaining camera surveillance footage

Nature of administrative access arrangements	IPCS Survey 2015	OESR Survey 2011
Access occurs according to formal written agreement or in accordance with an established procedure	51 (87.9%)	32 (80.0%)
All agencies	58 (100%)	40 (100%)
IPCS Survey 2015		
Agency requires a standardised request form	44 (78.6%)	
All agencies	56 (100%)	

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q7.2b and Q7.2c.
OESR Survey 2011 Base: All agencies that had an administrative access arrangement with another entity (n=40).
Source: IPCS Survey 2015 and OESR Survey 2011.

Findings by sector, size of camera installation and extent of implementation of policies

The size of the camera installation had no significant impact on whether an agency had a formal written agreement for its administrative arrangement or in accordance with an established procedure or used a standardised request form.

Agencies with more privacy elements implemented in policies and procedures (13 or more) were more likely to have a formal written agreement or established procedure (97.0%) and require a standardised request form (93.8%). Agencies with the fewest privacy elements implemented in documented policies and procedures for camera surveillance (less than 7) were the least likely to have a formal written agreement and/or established procedure (76.9%) or use a standardised request form (50.0%).

The size of some of the agency type groups were too small for statistical analysis and comparisons to be performed.

2.13 Private contractors operating surveillance camera systems

Agencies that operated fixed surveillance cameras were asked: *Is your agency's camera surveillance system operated in part or fully by a private sector contractor? (Q8.1a)*

Over a quarter (29.1%) of agencies that operated camera surveillance systems indicated that their surveillance systems were operated in part or fully by a private sector contractor (Table 58). Through the comments, agencies identified 18 different private contractors operating, installing and/or maintaining agencies' surveillance systems.

Table 58 Operation of camera surveillance systems fully or in part by private contractors

	IPCS Survey 2015	OESR Survey 2011
Operated in part or fully by private sector contractor	32 (29.1%)	21 (27.6%)
All agencies	110 (100%)	76 (100%)

IPCS Survey 2015 Base: Agencies that operated surveillance cameras that provided information on Q8.1a (n=110).

OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76).

Source: IPCS Survey 2015 and OESR Survey 2011.

Findings by sector

Departments and other agencies reported being more likely to have a private contractor operating their camera surveillance system in part or fully than in 2011 (42.9% and 34.5% respectively). Over a quarter of Hospital and Health Services (28.6%) also had their camera surveillance systems operated in part or fully by a private contractor. Local governments were less likely to have a private contractor operating their camera surveillance system in part or fully than in 2011 (24.4% compared to 42.9% in 2011). Only one university or TAFE reported that their camera surveillance system was operated in part or fully by a private contractor.

Findings by size of camera installation or number of policies

Agencies that operated more than 100 cameras (45.0%) appeared to be more likely than agencies that operate 11 to 100 cameras (22.0%) or 1 to 10 cameras (13.0%) to have a private contractor operating their camera surveillance systems.

Agencies with 7 to 12 privacy elements implemented in documented policies and procedures (52.6%) appeared to be more likely to have a private contractor operate their camera surveillance system than agencies with 13 or more privacy elements implemented in policies and procedures (30.2%) or less than 7 privacy elements implemented in documented policies and procedures (16.2%).

Table 59 Operation of camera surveillance systems by private contractors, by agency type

Agency type	IPCS Survey 2015	OESR Survey 2011
Departments	6 (42.9%)	3 (33.3%)
Local governments	11 (24.4%)	15 (42.9%)
Hospital and Health Services	4 (28.6%)	– ⁵²
University and TAFEs	1 (12.5%)	3 (9.4%) ⁵³
Other agencies	10 (34.5%)	
Overall	32 (29.1%)	21 (27.6%)

Base: Agencies that operated surveillance cameras that provided information on Q8.1a (n=110).

OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76).

Source: IPCS Survey 2015 and OESR Survey 2011.

Agencies whose camera surveillance system was operated in part or fully by a private contractor were asked: *Have any contracts for operating a surveillance camera system been entered into from 1 July 2009 (1 July 2010 for local government)? (Q8.2)*⁵⁴

Overall, 60% of agencies using private contractors to operate their camera surveillance systems entered into contracts for this service from the introduction of the IP Act, and of these, 15 agencies (83.3%) bound the private contractors to the privacy principles. Fewer specific items were covered in these contracts in 2015 compared to 2011.

Of the 30 agencies whose camera surveillance system was operated in part or fully by a private contractor, 60.0% entered into a contract from 1 July 2009 (1 July 2010 for local government).⁵⁵ This is a significant improvement from 2011 when only eight agencies had their contract with the private sector contractor entered into by the relevant date.

⁵² The Hospital and Health Services sector did not exist in 2011.

⁵³ Reported as Public Authorities in the OESR Survey 2011.

⁵⁴ Sections 34 and 35 of the IP Act require agencies entering into a contract or service arrangement after the commencement of the Act to take all reasonable steps to ensure that the contracted service provider is required to comply with the privacy principles. The IP Act commenced on 1 July 2009 for all agencies except local governments, for whom it commenced on 1 July 2010.

⁵⁵ Two agencies that reported their surveillance system was operated in part or fully by a private sector contractor did not respond to question 8.2.

Table 60 Contracts entered into with private contractors from 1 July 2009 (1 July 2010 for local government)

Contracts entered into after 1 July 2009 or after 1 July 2010 for local governments	IPCS Survey 2015	OESR Survey 2011
Operated in part or fully by private contractor	18 (60.0%)	8 (38.1%)
All agencies	30 (100%)	21 (100%)

IPCS Survey 2015 Base: Agencies that had their surveillance camera system operated in full or part by a private contractor that answered question 8.2 (n=30).

OESR Survey 2011 Base: All agencies that had their surveillance systems operated in full or part by a private contractor (n=21).

Source: IPCS Survey 2015 and OESR Survey 2011.

Agencies whose camera surveillance system was operated in part or fully by a private contractor whose contract was entered into from 1 July 2009, or 1 July 2010 for local government, were asked: *If the contract was entered into after 1 July 2009, or 1 July 2010 for local government, was the contractor bound by the contract to compliance with the privacy principles in the IP Act? (Q8.3)*

Not all agencies which entered into contracts with a private contractor to operate their camera surveillance system from 1 July 2009 bound the private contractor to compliance with the privacy principles in the IP Act (3 agencies did not bind the contractors – 16.7%).

Table 61 Binding private contractors to the privacy principles

	IPCS Survey 2015
Private contractor bound to privacy principles	15 (83.3%)
Private contractor not bound to privacy principles	3 (16.7%)
All agencies	18 (100.0%)

Base: Agencies that operated surveillance cameras that provided information on Q8.2.

Source: IPCS Survey 2015.

Agencies who had bound their private contractor for their camera surveillance system to the privacy principles in the IP Act were asked: *If there is a contract, does it cover the following items? (Q8.4):*

- *Safety and security of footage*
- *Access to footage*
- *Secondary use of footage, ie. use of the footage for a purpose other than that for which the camera was initially installed and operated*
- *Disclosure of footage to third parties*
- *Retention and disposal of footage*

Safety and security of footage, access to footage and disclosure of footage to third parties were the items most likely to be covered in contracts with private sector contractors (60.0% each). Less than half of agencies covered retention and disposal of footage (46.7%) or secondary usage of footage, that is, use of the footage for a purpose other than that for which the camera was initially installed and operated (40.0%). Six agencies (40.0%) while binding the contractor to the privacy principles in general did not explicitly cover any of the specified items in their contract.

Table 62 Items covered in contracts with private contractors

Specific items in contracts	IPCS Survey 2015	OESR Survey 2011
Safety and security of footage	9 (60.0%)	14 (66.7%)
Access to footage	9 (60.0%)	14 (66.7%)
Secondary use of footage, ie. use of the footage for a purpose other than that for which the camera was initially installed and operated	6 (40.0%)	11 (52.4%)
Disclosure of footage to third parties	9 (60.0%)	13 (61.9%)
Retention and disposal of footage	7 (46.7%)	11 (52.4%)
None of the above	6 (40.0%)	6 (28.6%)
All agencies	15 (100%)	21 (100%) ⁵⁶

IPCS Survey 2015 Base: Agencies whose camera surveillance was operated by a private sector contractor that provided information on Q8.4.

OESR Survey 2011 Base: Agencies whose camera surveillance was operated by private sector contractor (n=21).

Source: IPCS Survey 2015 and OESR Survey 2011.

Due to low sample sizes and cell counts for this question, comparisons between agencies of different type, number of cameras and level of policy implementation were not carried out.

⁵⁶ Fewer agencies were asked this question in IPCS Survey 2015 as the question was only asked to those agencies which had entered into their current contract with a private contractor in the relevant period and bound their contractor to the privacy principles. All agencies whose camera surveillance was operated by a private sector contractor were asked the question in OESR Survey 2011.

2.14 Passing camera surveillance footage outside Australia

Agencies that operated fixed surveillance cameras were asked:

Is the camera footage available on the internet? (Q9.1a)

Is the camera footage stored outside Australia, eg. in an offshore cloud storage facility, or with a contractor or service provider located outside Australia? (Q9.1b)

Is the camera footage passed outside Australia by any other means? (Q9.1c)

Do you have a policy and/or procedure to ensure compliance with the privacy obligations surrounding transfer of personal information outside Australia (section 33 of the IP Act)? (Q9.2)

The majority of agencies (90.9%) did not transfer their camera footage outside Australia: 8.2% of agencies reported they had camera footage available on the internet, 1.8% stored their camera footage offshore and 0.9% transferred their camera footage outside Australia by other means.

Of the ten agencies which reported transferring their camera footage outside of Australia, nine provided information on their implementation of privacy regarding this transfer. Four of these agencies (44.4%) had a policy and/or procedure to ensure compliance with the privacy obligations surrounding transfer of personal information outside Australia implemented in part or full. 29 additional agencies also addressed this in their policies and/or procedures, even though they reported they did not transfer camera footage overseas.

Table 63 Camera surveillance footage transferred outside Australia

	IPCS Survey 2015	OESR Survey 2011
Camera footage available on the internet	9 (8.2%)	4 (5.3%)
Camera footage stored offshore	2 (1.8%)	1 (1.3%)
Camera footage passed outside Australia by other means	1 (0.9%)	0 (0%)
All agencies	110 (100%)	76 (100%)
	IPCS Survey 2015	OESR Survey 2011
Do you have a policy and/or procedure to ensure compliance with the privacy obligations surrounding transfer of personal information outside Australia (section 33 of the IP Act)?	23 Yes (21.1%)	2 (50.0%)
	10 In progress (9.2%)	
	15 Identified (13.8%)	
	61 No (56.0%)	
All agencies	109 (100%)	4 (100%)

IPCS Survey 2015 Base: All agencies that operated surveillance cameras that answered questions 9.1a, b and c (n=110) and Q9.2 (n=109). OESR Survey 2011 Base: All agencies that operated surveillance cameras (n=76) and all agencies which passed their camera surveillance footage outside Australia (n=4).

Source: IPCS Survey 2015 and OESR Survey 2011.

Due to low sample sizes and cell counts for this question, comparisons between agencies of different type, number of cameras and level of policy implementation were not carried out.

2015 Website Scan question for all agencies

Does agency transfer camera surveillance footage overseas?

Very few agencies made it clear on their websites whether they transferred camera surveillance footage overseas (9 agencies - 10.8%). Of the 10 agencies which identified in the IPCS Survey 2015 that they transferred camera surveillance footage overseas two of them provided information about that transfer on their website. One agency provided information on their website that they transferred camera surveillance footage overseas but while specifying they operated surveillance cameras did not provide this information on the IPCS Survey 2015.⁵⁷ No agency made information available on its website on where the footage was transferred overseas and the legislative authority for the transfer, if any.

Table 64 Information on agency websites about transfer or camera surveillance footage overseas

	Agencies that mention camera surveillance on website	Agencies transferring footage overseas on IPCS Survey 2015
Yes – Transferred	7 (8.4%)	2 (20.0%)
Yes – Not transferred	2 (2.4%)	0 (0.0%)
No – Not addressed	74 (89.2%)	8 (80.0%)
Assessable agencies	83 (100%)	10 (100%)

Website Scan 2015 Base: All agencies with a mention of camera surveillance on their website (n=83).

IPCS Survey 2015 Base: Agencies that identified that they transferred camera surveillance overseas (Q9.1a to Q9.1c) (n=10).

Source: Website Scan 2015 and IPCS Survey 2015.

Due to low sample sizes and cell counts for this question, a comparison between agencies of different type was not carried out.

⁵⁷ One agency which specified on the survey that it did not operate surveillance cameras had information on surveillance footage being transferred overseas on its website. In addition three agencies which did not respond to the survey also had information on camera surveillance footage being transferred overseas on the website.

3 Future directions – optional survey questions about mobile cameras

3.1 Mobile surveillance camera deployment

All agencies were asked an optional question: *Does your agency operate mobile camera surveillance systems? (Q11.1a)*

OIC took the opportunity afforded by the survey to explore the extent to which agencies were operating newer technologies, for example, mobile surveillance cameras. Mobile surveillance cameras include body-worn cameras, drones and other cameras which may be moved. These survey questions were optional, and the responses did not inform the findings on the implementation of the recommendations.

Of the 141 agencies that responded to the optional questions which were new to the survey in 2015, a quarter (25.5%) operated mobile surveillance cameras. While these questions were optional, the majority of agencies responded (90.4%) to the questions on mobile surveillance cameras.

Table 65 Number of agencies reporting use of mobile surveillance cameras

Source	Operated mobile surveillance cameras	Did not operate mobile surveillance cameras	Total responding agencies
IPCS Survey 2015	36 (25.5%)	105 (74.5%)	141 (100%)

Base: All agencies responding to optional question on mobile surveillance camera usage Q11.1a (n=141).

Source: IPCS Survey 2015.

While at least one agency from each sector reported operating mobile cameras, there were significant differences in the likelihood of agencies reporting operating surveillance cameras across sectors (Table 66). Two thirds of the agencies that reported mobile camera surveillance were local governments (66.7%). A third of reporting departments (33.3%) also reported that they operated mobile surveillance camera systems. Due to low response numbers the Hospital and Health Services, Universities and TAFEs and other agency sectors were grouped together in reporting on mobile camera deployment.

Table 66 Number of agencies reporting use of mobile surveillance cameras, by type of agency

Type of agency	Operated mobile surveillance cameras	Did not operate mobile surveillance cameras	Total responding agencies
Departments	6 (33.3%)	12 (66.7%)	18 (100%)
Local governments	24 (50.0%)	24 (50.0%)	48 (100%)
Hospital and Health Services	2 (14.3%)	12 (85.7%)	14 (100%)
University and TAFEs	1 (16.7%)	5 (83.3%)	6 (100%)
Other agencies	3 (5.5%)	52 (94.5%)	55 (100%)
Total	36 (25.5%)	105 (74.5%)	141 (100%)

Base: All agencies responding to optional question on mobile surveillance camera usage Q11.1a (n=141).

Source: IPCS Survey 2015.

Agencies that operated mobile surveillance cameras were asked to provide the total number of mobile cameras operated by their agency (Q11.1b).

The department sector accounted for over half the total number of mobile cameras reported as being operated by agencies (56.7%).⁵⁸ Local government accounted for over a third (40.2%) of the total mobile cameras operated by agencies with the other sectors accounting for just 3.1% of the mobile cameras reported. Departments which reported operating mobile cameras operated more on average (206.5 cameras per agency)⁵⁹ than local governments (29.3 cameras per agency) or other agencies (7.5 cameras per agency).

Table 67 Number of mobile cameras reported as being operated

Source	Total mobile surveillance cameras	Average mobile surveillance cameras per agency	Total agencies that provided the number of cameras
IPCS Survey 2015	1,457	48.6	30
Type of agency	Total surveillance cameras	Average surveillance cameras per agency	Total agencies that provided the number of cameras
Department	826 (56.7%)	206.5	4
Local government	586 (40.2%)	29.3	20
Other agency	45 (3.1%)	7.5	6

Base: Agencies that operated mobile surveillance cameras that provided the total number of cameras (n=30).

Source: IPCS Survey 2015.

⁵⁸ No breakdown or total number of mobile surveillance cameras were supplied by the Queensland Police Service, so these figures will underestimate the number of mobile cameras used by agencies.

⁵⁹ One department accounted for a significant portion of the mobile surveillance cameras reported by the department sector. When this department was excluded from the calculations the department sector still reported operating more cameras on average than the other government sectors.

Agencies with more fixed surveillance cameras were more likely to also operate mobile surveillance cameras. Almost half of responding agencies which operated over 100 fixed surveillance cameras (44.1%) reported also operating mobile surveillance cameras. Over a third of responding agencies which operated 11 to 100 fixed surveillance cameras also operated mobile surveillance cameras (36.8%) while only four (22.2%) of the agencies that operated 1 to 10 surveillance cameras also operated mobile cameras.⁶⁰

Camera installation size was not uniformly distributed across agencies. The three agencies which operated over 100 mobile cameras, operated three quarters of all the mobile surveillance cameras reported by agencies (75.1%). The 12 agencies with between 11 and 100 mobile cameras operated one in five (20.4%) of the mobile cameras reported. The 15 agencies with 10 or fewer mobile cameras operated just 4.5% of all the mobile cameras reported.

The majority of the mobile cameras reported (91.7%) were operated by agencies which had a high level of implementation of privacy elements in documented policies and procedures for surveillance cameras (13 or more privacy elements implemented in policies and procedures).

Agencies that operated mobile surveillance cameras were also asked to specify the types of mobile cameras used and the number of cameras used of each type (Q11.1b).

Three quarters of agencies operating mobile surveillance cameras reported that they used temporary cameras which were short-term fixed cameras or cameras operated from parked vehicles (75.0%). Half of agencies with mobile cameras reported using body-worn cameras (52.8%) and a third vehicle mounted cameras (36.1%). Only three agencies reported using unmanned aerial vehicle (drone) cameras and less than one in five (19.4%) cameras in other areas. The highest number of cameras though were used in other areas (711) with a single agency operating the majority of these cameras for agency-specific purposes. 361 vehicle mounted cameras and 237 temporary fixed cameras also were reported.

⁶⁰ There were three additional agencies which reported they operated mobile surveillance cameras: one agency which reported they operated surveillance cameras but did not provide the total number of cameras and two agencies which did not operate fixed surveillance cameras.

Table 68 Types of mobile cameras reported as being in use⁶¹

Types of mobile cameras in use	Agencies which use mobile cameras of this type	Total number of mobile cameras reported used of this type	Average cameras per reporting agency
Temporary cameras (short-term fixed cameras or cameras operated from parked vehicles)	27 (75.0%)	237	10.8
Unmanned Aerial Vehicle (drone) cameras	3 (8.3%)	1 ⁶²	1.0
Body-worn cameras	19 (52.8%)	130	8.1
Vehicle mounted cameras	13 (36.1%)	361	40.1
Other areas	7 (19.4%)	711 ⁶³	142.2
All agencies	36 (100%)	1,457	48.6

Base: Agencies that operated surveillance cameras that provided a breakdown of the type of cameras used and the number of cameras used of each type (n=36, n=30).

Source: IPCS Survey 2015.

The types of mobile camera surveillance used tended to differ between agency sectors (see Table 69). Local government were very likely to operate temporary cameras (83.3%). Almost half of local governments with mobile cameras operated body-worn cameras (45.8%) and only a quarter operating vehicle mounted cameras (25.0%). Departments were most likely to operate vehicle mounted cameras and body-worn cameras (both 83.3%). Two thirds of departments with mobile cameras operated temporary cameras (66.7%) and a third unmanned aerial vehicle (drone) cameras and in other areas (33.3% each). Half of other agencies with mobile cameras reported using temporary cameras and body-worn cameras (50.0% each) and two using vehicle mounted cameras and a single other agency using a mobile camera in another area.

⁶¹ Note not all agencies which supplied the types of mobile cameras used provided the number of cameras used of each type.

⁶² Two agencies reported that they operated unmanned aerial vehicles (drones) but did not supply the number of drones operated. One of these two agencies used a contractor to supply drone services situationally.

⁶³ A single agency operated the majority of these cameras for agency-specific purposes.

Table 69 Types of mobile cameras in use, by type of agency

Type of mobile camera	Department	Local government	Other agency	All agencies
Temporary cameras (short-term fixed cameras or cameras operated from parked vehicles)	4 (66.7%)	20 (83.3%)	3 (50.0%)	27 (75.0%)
Unmanned Aerial Vehicle (drone) cameras	2 (33.3%)	1 (4.2%)	0 (0.0%)	3 (8.3%)
Body-worn cameras	5 (83.3%)	11 (45.8%)	3 (50.0%)	19 (52.8%)
Vehicle mounted cameras	5 (83.3%)	6 (25.0%)	2 (33.3%)	13 (36.1%)
Other areas	2 (33.3%)	4 (16.7%)	1 (16.7%)	7 (19.4%)
All agencies of this sector	6 (100%)	24 (100%)	6 (100%)	36 (100%)

Base: Agencies that operated mobile surveillance cameras (n=36).
Source: IPCS Survey 2015.

Table 70 Numbers of different types of mobile cameras in use, by type of agency

Type of mobile camera	Department	Local government	Other agency	All agencies
Temporary cameras (short-term fixed cameras or cameras operated from parked vehicles)	53	155	29	237
Unmanned Aerial Vehicle (drone) cameras	1	0	0	1
Body-worn cameras	40	75	15	130
Vehicle mounted cameras	44	315	2	361
Other areas	699	12	0	711
Total cameras	826 (56.7%)	586 (40.2%)	45 (3.1%)	1,457 (100%)

Base: Agencies that operated surveillance cameras that provided a breakdown of the number of cameras used of each type (n=30).
Source: IPCS Survey 2015.

Agencies were asked to specify the other areas in which mobile surveillance cameras are used for the purpose of monitoring (Q11.1b)

The comments provided by agencies showed the range of purposes to which surveillance cameras were used by agencies. One agency used the majority of the mobile surveillance cameras identified as used in 'Other areas' for agency specific purposes. Other agencies which operated mobile cameras in other areas most commonly used the cameras to monitor illegal dumping, with eight agencies reporting using mobile surveillance cameras for this purpose. Use of mobile cameras for compliance activities was also reported by five agencies. The other agency uses reported varied significantly between agencies.

3.2 Purposes for mobile surveillance camera systems

Agencies that operated mobile surveillance camera systems were asked: *What does your agency use mobile cameras for? (Q11.1d)*

The two most common reasons for using mobile cameras were public and/or staff safety (66.7%) and crime investigation and enforcement (63.9%). Half of agencies using mobile cameras also reported using cameras for property protection and crime prevention (50.0% each). Different agency sectors used mobile cameras for different purposes. Local government were more likely to use mobile cameras for crime investigation and enforcement, property protection and crime prevention. Departments and other agencies were more likely to use mobile cameras for public and/or staff safety purposes and other purposes which were not listed.

Table 71 Reasons for using mobile surveillance cameras, by agency type

Specified reasons for using mobile surveillance cameras	Department	Local government	Other agency	All agencies
Public and/or staff safety	5 (83.3%)	14 (58.3%)	5 (83.3%)	24 (66.7%)
Property protection	1 (16.7%)	15 (62.5%)	2 (33.3%)	18 (50.0%)
Crime prevention	1 (16.7%)	15 (62.5%)	2 (33.3%)	18 (50.0%)
Crime investigation and enforcement	3 (50.0%)	18 (75.0%)	2 (33.3%)	23 (63.9%)
Research for a public interest	2 (33.3%)	2 (8.3%)	1 (16.7%)	5 (13.9%)
Increased public perception of safety	0 (0.0%)	5 (20.8%)	0 (0.0%)	5 (13.9%)
Public demand or expectation	0 (0.0%)	4 (16.7%)	0 (0.0%)	4 (11.1%)
Traffic management	1 (16.7%)	2 (8.3%)	2 (33.3%)	5 (13.9%)
Improving your capacity to respond to issues (eg. disaster or emergency situations, one-off event management)	2 (33.3%)	4 (16.7%)	1 (16.7%)	7 (19.4%)
Other	4 (66.7%)	7 (29.2%)	5 (83.3%)	16 (44.4%)
Total agencies	6 (100%)	24 (100%)	6 (100%)	36 (100%)

Base: Agencies that operated mobile surveillance cameras (n=36).

Source: IPCS Survey 2015.

Agencies that operated mobile surveillance cameras were asked: *Does your agency have separate or specific policies and procedures for mobile camera operations? (Q11.1e)*

Table 72 Agency development of policies and procedures specifically for mobile camera operations

Extent of policy development	IPCS Survey 2015
Separate or specific policies for mobile camera operations	12 (34.3%)
All agencies	35 (100%)

Base: Agencies that operated mobile surveillance cameras that provided an answer to Q11.1e (n=35).

Source: IPCS Survey 2015.

The majority of departments with mobile camera systems had separate or specific policies and procedures for mobile camera operations (80.0%). Three quarters of other agencies also had policies and procedures for mobile camera operations (66.7%) while less than one in five local governments had such policies and procedures (16.7%).

Due to low sample sizes and cell counts for this question, comparisons between agencies of different number of cameras, and policy implementations were not carried out.

Table 73 Agency development of policies and procedures specifically for mobile camera operations, by agency type

Type of agency	IPCS Survey 2015	Responding agencies in sector
Departments	4 (80.0%)	5 (100%)
Local governments	4 (16.7%)	24 (100%)
Other agency	4 (66.7%)	6 (100%)
Overall	12 (34.3%)	35 (100%)

Base: Agencies that operated surveillance cameras that provided information on Q11.1e (n=35).
Source: IPCS Survey 2015.

Agencies that operated mobile surveillance cameras were asked: *Does your agency have publicly-available information on your agency's use of mobile cameras? (Q11.1f)*

Only one in five agencies with mobile cameras made information on the agency's use of mobile cameras publically available.

Table 74 Publication of information about agency use of mobile cameras

Information available	IPCS Survey 2015
Information on mobile camera use publically available	7 (20.0%)
All agencies	35 (100%)

Base: Agencies that operated mobile surveillance cameras that provided an answer to Q11.1f (n=35).
Source: IPCS Survey 2015.

Due to low sample sizes and cell counts for this question, comparisons between agencies of different types, number of cameras, and policy implementations were not carried out.

Appendix 1 – Commonly used acronyms

Agencies	Queensland government agencies
HHS	Hospital and Health Service
IP	Information Privacy or 'in progress' depending on context
IP Act	<i>Information Privacy Act 2009</i> (Qld)
IPCS Survey 2015	<i>Information Privacy and Camera Surveillance Survey, 2015</i> , conducted by the Office of the Information Commissioner
OESR	Office of Economic and Statistical Research, now the Office of the Queensland Government Statistician (OQGS)
OESR Survey 2011	<i>Use of Camera Surveillance (CCTV), Survey 2011-12, Survey report prepared for the Office of the Information Commissioner, 1/3/2012, Final Version</i> , Office of Economic and Statistical Research.
OIC	Office of the Information Commissioner
OQGS	The Office of the Queensland Government Statistician, formerly the Office of Economic and Statistical Research (OESR)
QPS	Queensland Police Service
RTI	Right to Information
RTI Act	<i>Right to Information Act 2009</i> (Qld)
TAFE	Technical and Further Education
Website Scan 2015	A scan of all agency websites conducted by the Office of the Information Commissioner in 2015

Appendix 2 – IPCS Survey 2015

Office of the Information Commissioner Information Privacy and Camera Surveillance

Background Information

The *Information Privacy Act 2009* (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.

The Office of the Information Commissioner [Privacy Compliance and CCTV guideline](#) provides further information about the management of surveillance footage as public records, in accordance with the requirements of the *Information Privacy Act 2009*.

Purpose of this Survey

This survey will assist the Information Commissioner to fulfil legislative requirements to monitor and report on the extent to which agencies are complying with the IP Act in their implementation and use of camera surveillance systems.

The survey results will identify the purposes for which camera surveillance systems have been installed and provide an indication of how well the general administration of the system complies with the privacy principles.

The Information Commissioner will report on findings and provide recommendations as necessary to improve agency compliance with the privacy obligations in the IP Act. The final report will be presented to the Speaker for tabling in the Legislative Assembly.

All data collected is strictly confidential and will be de-identified before publication.

INSTRUCTIONS ON HOW TO COMPLETE THIS SURVEY

1. Please complete the survey by selecting the appropriate box next to the relevant answers.
2. If the relevant information is to hand, the survey takes about 10 minutes to complete. Information concerning camera surveillance hardware can be accessed through agency asset registers.
3. There is a comment box at the end of the survey, in which comments can be made to identify additional responses that were not catered for in the set options, and for general comments.
4. This spreadsheet includes a range of macros to support included functionality. To enable this spreadsheet to operate, macros must be enabled.
5. For any enquiries regarding the survey, please contact Karen McLeod on (07) 3405 3076 or email Karen.McLeod@oic.qld.gov.au.

DEFINITIONS

"Fixed surveillance camera" –

means the use of video cameras to transmit a signal to a specific place, to a storage medium and/or a limited set of monitors. 'Fixed surveillance camera' includes but is not restricted to 'closed circuit television' (CCTV). 'Fixed surveillance camera' does not include non-fixed or mobile camera systems such as speed cameras. Nor does 'fixed surveillance camera' include covert surveillance systems. Optional questions are asked at the end of the survey regarding mobile cameras, to inform future review programs.

The survey covers "public spaces" which are itemised in Question 1.2.

SURVEY QUESTIONS

FIXED SURVEILLANCE CAMERA DEPLOYMENT

1.1. Do you operate fixed surveillance cameras?

☐ Yes ☐ No (Go to Q11)

1.2a. What do your agency's fixed surveillance cameras monitor and how many fixed surveillance cameras does your agency use for each monitoring purpose?

(Please select each option that applies and place a number in the box for each option that applies.)

(NOTE: All purposes for each fixed surveillance camera should be selected where there are multiple purposes. The total number of fixed surveillance cameras is recorded separately at the end of this section.)

	Number
<input type="checkbox"/> Pedestrian traffic (eg. grounds, public car parks and walkways)	
<input type="checkbox"/> Vehicle traffic (eg. - on nearby roads or internal roads)	
<input type="checkbox"/> Public transport conveyances (eg. - agency provided/administered transport services)	
<input type="checkbox"/> Within administration buildings	
<input type="checkbox"/> The exterior of a building or other property asset (eg. - grounds, yards, depots)	
<input type="checkbox"/> Other areas (Please specify other areas in Q1.2b)	
TOTAL NUMBER OF FIXED SURVEILLANCE CAMERAS OPERATED BY AGENCY	(This may be less than the total of the above answers, if cameras are used for multiple purposes)

1.2b. Please specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring.

1.3a. Can footage of residential property be captured through your use of fixed camera surveillance?

☐ Yes ☐ No (Go to Q2.1)

1.3b. If so, does your agency have a policy, process or mechanism for dealing with the privacy consequences of this capture?

☐ Yes ☐ No (Go to Q2.1)

1.3c. Please provide details of how the privacy consequences of this capture are managed.

POLICIES AND PROCEDURES TO ADMINISTER FIXED SURVEILLANCE CAMERA SYSTEMS

2.1. Do you have a documented policy and/or procedure for the following?

(Please answer for each option)

In progress - This means that management has decided on a particular course of action, and implementation has commenced or is complete in part but not all of the agency.

Identified - This means that management has identified this as an issue, but has not yet commenced to address the issue.

	Yes	In progress	Identified	No
Describing the reasons for fixed camera surveillance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring management of fixed surveillance camera records is consistent with the reasons for the fixed camera surveillance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures for ensuring fixed camera surveillance footage is complete and up-to-date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage, retention and disposal of fixed surveillance camera footage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data security practices to protect fixed camera surveillance footage against loss, unauthorised access, disclosure, modification or other misuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring that individuals can discover if there is any current fixed surveillance footage of them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publishing a list of holdings of fixed camera surveillance footage including the currency of the footage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions for staff operating the fixed surveillance camera system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How an individual can request or seek access to fixed surveillance camera footage containing images of them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informing people about the fixed surveillance cameras	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How a staff member scans footage and extracts material in response to a request for copies of the footage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The use and limits of use of the fixed surveillance camera footage, particularly limits on unanticipated use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing fixed surveillance camera footage to others and disclosure of camera surveillance footage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluating the surveillance system, particularly with respect to the purposes for installing the system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative arrangements for usual practice of disclosing fixed camera surveillance footage, for example, in accordance with an administrative arrangement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring that any fixed camera surveillance footage transferred overseas, for example placed on the internet or stored with an overseas cloud service, is done within a clear legislative authority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.2a. Do you provide training to staff in fixed surveillance camera system policies and procedures (beyond provision of operating manuals)?

In progress - This means that management has decided on a particular course of action, and implementation has commenced or is complete in part but not all of the agency.

Identified - This means that management has identified this as an issue, but has not yet commenced to address the issue.

	Yes	In progress	Identified	No
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.2b. If so, please provide details of what training is provided.

PURPOSES FOR IMPLEMENTATION AND USE OF SURVEILLANCE CAMERA SYSTEMS

3.1. What were the reasons for installing the camera surveillance system(s)?

(Please select each reason that applies)

- ☐ Public and/or staff safety
- ☐ Property protection
- ☐ Crime prevention
- ☐ Crime investigation and enforcement
- ☐ Research for a public interest (please specify)
- ☐ Increase public perception of safety
- ☐ Public demand or expectation
- ☐ Traffic management
- ☐ Improving your capacity to respond to issues (eg. observing incidents that might need expedient agency intervention)
- ☐ Other (please specify)

3.2. What information or evidence supported the introduction of your fixed camera surveillance system?

(Please select each option that applies)

- ☐ Research into the effectiveness of surveillance cameras
- ☐ Privacy impact assessment
- ☐ Evaluations of existing surveillance cameras
- ☐ Other (please specify)
- ☐ None
- ☐ Don't know

NOTIFYING PEOPLE ABOUT THE SURVEILLANCE

4.1. Do you actively inform the community about the surveillance?

☐ Yes ☐ No (Go to Q5.1)

4.2. When notifying people about the surveillance, how is the information provided?

(Please select each option that applies)

- ☐ By a notice in the immediate vicinity of each camera
- ☐ By a notice in the general area where cameras are used (eg. at the entrances to public areas or buildings)
- ☐ In a publicly accessible document (eg. on your website)
- ☐ On individual request
- ☐ Other (please specify)

4.3. Does your agency make the following information on your camera surveillance system publicly available?

(Please select each option that applies)

- ☐ The name of your service and relevant contact details
- ☐ The number of cameras
- ☐ The location of the surveillance cameras
- ☐ How long the footage is kept before it is overwritten or otherwise disposed of
- ☐ The process whereby people can seek access to footage
- ☐ The purpose of the surveillance system generally
- ☐ The purpose of the surveillance at each specific camera
- ☐ Whether the surveillance is authorised or required under a law
- ☐ If the surveillance is authorised or required under a law, information about the law
- ☐ Whether it is your usual practice to disclose footage to any other individual, agency, or organisation
- ☐ If it is your usual practice to disclose footage to any other individual, agency, or organisation, whether that individual, agency, or organisation would usually pass on the footage to another individual, agency, or organisation
- ☐ Other information. (please specify)
- ☐ None of the above

DATA STORAGE AND SECURITY

5.1. Where is your fixed surveillance camera footage stored?

(Please select each option that applies)

- ☐ Your facilities
- ☐ Another government agency's facilities (please specify)
- ☐ Private sector contractor's facilities (please specify)
- ☐ Other (please specify)
- ☐ Footage is not stored anywhere
- ☐ Don't know

5.2. Access to fixed surveillance camera footage is managed by the following:

(Please select each option that applies)

- ☐ Individuals can only access the footage if authorised to do so
- ☐ Footage is subject to data encryption
- ☐ Footage is stored under password protection
- ☐ Access to the footage is documented, eg. in a log, to create an audit trail
- ☐ Access by external individuals, agencies, and organisations is governed by documented security procedures
- ☐ Footage is subject to physical security measures, eg. locked storage
- ☐ Other (please specify)
- ☐ Footage is not managed formally
- ☐ Don't know

USE OF THE FIXED CAMERA SURVEILLANCE FOOTAGE

6.1a. Have you found that the camera footage has been used for purposes other than those for which the system was initially commissioned?

☐ Yes ☐ No (Go to Q7.1a)

6.1b. If so, have the privacy considerations been addressed for this secondary use?

☐ Yes ☐ No

DISCLOSURE OF THE CAMERA SURVEILLANCE FOOTAGE

7.1a. Have you had any requests for access to camera surveillance footage?

☐ Yes ☐ No (Go to Q7.2a) (If yes, please specify how many in the last 12 months)

7.1b. If so, have you received requests from any of the following for access to camera surveillance footage?

(Please select each option that applies)

- ☐ An individual seeking footage of themselves (please specify)
- ☐ An individual or entity seeking footage of another individual (please specify)
- ☐ Other (please specify)

7.2a. Do you have an administrative arrangement with any of the following entities concerning access to camera surveillance footage?

☐ Yes ☐ No (Go to Q8.1a)

(Please select each option that applies)

- ☐ Other government agencies, eg. the Queensland Police Service for law enforcement purposes (please specify)
- ☐ Other organisations (please specify)

7.2b. Does this access occur according to a formal written agreement or in accordance with an established procedure?

☐ Yes ☐ No (If yes, please specify)

7.2c. Does your agency require requesting agencies to use a standardised request form to obtain camera surveillance footage?

☐ Yes ☐ No (If yes, please specify)

CONTRACTORS

8.1a. Is your agency's camera surveillance system operated in part or fully by a private sector contractor?	
<input checked="" type="radio"/> Yes	<input type="radio"/> No (Go to Q9.1a) (If yes, please specify)
8.2. Have any contracts for operating a surveillance camera system been entered into from 1 July 2009 (1 July 2010 for local government)?	
<input type="radio"/> Yes	<input type="radio"/> No (Go to Q9.1a)
8.3. If the contract was entered into after 1 July 2009, or after 1 July 2010 for local government, was the contractor bound by the contract to compliance with the privacy principles in the IP Act?	
<input type="radio"/> Yes	<input type="radio"/> No (Go to Q9.1a)
8.4. If there is a contract, does it cover the following items? (Please select each option that applies)	
<input type="checkbox"/>	Safety and security of footage
<input type="checkbox"/>	Access to footage
<input type="checkbox"/>	Secondary use of footage, ie. use of the footage for a purpose other than that for which the camera was initially installed and operated
<input type="checkbox"/>	Disclosure of footage to third parties
<input type="checkbox"/>	Retention and disposal of footage
<input type="checkbox"/>	None of the above

OUTSIDE AUSTRALIA

This section is about whether the footage passes outside Australia.

9.1a. Is the camera footage available on the Internet?									
<input type="radio"/> Yes	<input type="radio"/> No								
9.1b. Is the camera footage stored outside Australia, eg. in an offshore cloud storage facility, or with a contractor or service provider located outside Australia?									
<input type="radio"/> Yes	<input type="radio"/> No								
9.1c. Is the camera footage passed outside Australia by any other means?									
<input type="radio"/> Yes	<input type="radio"/> No (If yes, please specify)								
9.2. Do you have a policy and/or procedure to ensure compliance with the privacy obligations surrounding transfer of personal information outside Australia (section 33 of the IP Act)?									
<i>In progress</i> - This means that management has decided on a particular course of action, and implementation has commenced or is complete in part but not all of the agency. <i>Identified</i> - This means that management has identified this as an issue, but has not yet commenced to address the issue.	<table border="1"><thead><tr><th>Yes</th><th>In progress</th><th>Identified</th><th>No</th></tr></thead><tbody><tr><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>	Yes	In progress	Identified	No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yes	In progress	Identified	No						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						

GENERAL COMMENT

This section provides an opportunity for comments to identify additional responses that were not catered for in the set options, and for general comments.

10. Are there any other comments that you wish to make regarding camera surveillance use by your agency?

OPTIONAL QUESTIONS REGARDING MOBILE CAMERA SURVEILLANCE

The answers to these questions will not form part of the report to the Legislative Assembly. They may be used to inform the development and/or design of future surveys and audits.

11.1a. Does your agency operate mobile camera surveillance systems?

☐ Yes ☐ No (Go to Q12)

11.1b. If so, please select each operated system and specify how many mobile surveillance cameras are used.

(Please select each option that applies and place a number in the box for each option that applies.)

- | | Number |
|--|--------|
| <input type="checkbox"/> Temporary cameras (short-term fixed cameras or cameras operated from parked vehicles) | |
| <input type="checkbox"/> Unmanned Aerial Vehicle (drone) cameras | |
| <input type="checkbox"/> Body-worn cameras | |
| <input type="checkbox"/> Vehicle mounted cameras | |
| <input type="checkbox"/> Other areas (Please specify other areas in Q11.1c.) | |

TOTAL NUMBER OF MOBILE CAMERAS OPERATED BY AGENCY

(This may be less than the total of the above answers, if cameras are used for multiple purposes)

11.1c. Please specify the other areas in which cameras are used for the purpose of monitoring.

11.1d. What does your agency use mobile cameras for?

(Please select each option that applies)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | Public and/or staff safety | |
| <input type="checkbox"/> | Property protection | |
| <input type="checkbox"/> | Crime prevention | |
| <input type="checkbox"/> | Crime investigation and enforcement | |
| <input type="checkbox"/> | Research for a public interest | |
| <input type="checkbox"/> | Increased public perception of safety | |
| <input type="checkbox"/> | Public demand or expectation | |
| <input type="checkbox"/> | Traffic management | |
| <input type="checkbox"/> | Improving your capacity to respond to issues (eg. disaster or emergency situations, one-off event management) | |
| <input type="checkbox"/> | Other (please specify) | |

11.1e. Does your agency have separate or specific policies and procedures for mobile camera operations?

☐ Yes ☐ No

11.1f. Does your agency have publicly-available information on your agency's use of mobile cameras?

☐ Yes ☐ No

GENERAL COMMENT

This section provides an opportunity for comments to identify additional responses that were not catered for in the set options, and for general comments.

12. Are there any comments that you would like to make about this survey?

Thank you for completing the survey.

Appendix 3 – Website scan items

Rec # ⁶⁴	Question	Guidance	Response Options
	Does website mention camera surveillance	Google search of website for CCTV, camera surveillance, CC TV, closed circuit television, security camera, safety camera CCTV OR "camera surveillance" OR "security camera" OR "CC TV" OR "closed circuit television" OR "safety camera" site: "Mentioned, but not in agency policy or practice" category is when the only information on camera surveillance on the website is not regarding the agency's use of camera surveillance.	Yes Mentioned Mention, but not in agency policy and practice No Other
	Overall, is information on agency's management of camera surveillance easily accessed		Easy to find Difficult to find Search required None found Other
	Does agency operate camera surveillance	Outside the scope of this audit are uses by agency for tribunal and court purposes (this includes for testifying or viewing of court or tribunals). Also outside the scope of this audit is use for inspecting of sewers and water mains - as not designed to capture personal information. Outside of scope is cameras used for training purposes to enable immediate feedback on performance where footage is not kept.	Yes Unknown No Other
5 & 10	Does the agency provide a clear statement that they use camera surveillance		Detailed information Some information Mentioned No N/A Other

⁶⁴ The associated recommendation number/s from the original review / report for which this Website Scan 2015 test item was designed to evaluate agency progress.

Rec # ⁶⁴	Question	Guidance	Response Options
10	Does the website provide the reasons for having camera surveillance	Select all the options that apply from the list. Issue response is for improving your capacity to respond to issues (eg. observing incidents that might need expedient agency intervention)	Can select multiple options: Public safety Staff safety Property protection Crime prevention Crime investigation and enforcement Research for a public interest Increase public perception of safety Public demand or expectation Traffic management Issue response Other reason No Other N/A
10	Does the website describe privacy safeguards for the camera surveillance system	If there are detailed policies and procedures, select that option and respond in more detail below. If not, for example if there is a statement on the website with no further supporting information, select from the drop-down menu options.	Specific formal policies and procedures Other detailed information Some information Link to general privacy policies and procedures Mentioned No Other N/A

Rec # ⁶⁴	Question	Guidance	Response Options
7	What does the agency publish on their website about the operation of their camera surveillance system?		
0			
	Number of cameras	If not specified enter "unknown"	Free text field
	Details of cameras, for example, locations		Free text field
7	Information about holdings of camera surveillance footage		Yes Mentioned No N/A Other
7	Does this information include the currency of the footage		Yes Vague No N/A Other
7	If so, how long it is kept		Free text field
7	Do the agency personal information holdings include holdings of camera surveillance footage	Is only applicable if the agency publishes a list of personal information holdings.	Yes No N/A Other
9 & 10	Is information provided on how individuals can obtain from an agency any camera surveillance footage which contains images of them	Subject to exemptions prescribed in the <i>Information Privacy Act 2009</i> (Qld).	Detailed information Some information Contact only Mentioned No N/A Other
9	Is the information provided accurate		Yes No N/A Other

Rec # ⁶⁴	Question	Guidance	Response Options
	ONLINE PUBLICATION OF POLICIES AND PROCEDURES ABOUT CAMERA SURVEILLANCE		
	Are documented policies and procedures for managing camera surveillance published online	Save a copy of the published procedures prefixed with the agency name. Documented policies don't have to be standalone documents but could be part of other policies. Given this review is specifically examining policies published online the assessment would be all about the policy found online not policies referenced but not available.	Yes No N/A Other
	Document name and version		Free text field
	Link to information		Free text field
	Date document last released / updated		Date
6	Do camera surveillance policies / procedures describe practices to protect camera surveillance footage against:		
6	loss	In one or two cases this information was covered by another document on the website such as a technical specification.	This set all have same response options: Detailed information Some information Mentioned No N/A Other
6	unauthorised access		
6	disclosure		
6	modification		
6	other misuse		

Rec # ⁶⁴	Question	Guidance	Response Options
12	Do the camera surveillance policies and procedures address use and disclosure of personal information to ensure that personal information is used for secondary purposes or disclosed only as provided for in the <i>Information Privacy Act 2009 (Qld)</i>		
12	with consent		This set of questions all had the same response options: Detailed information Some information Mentioned No N/A Other
12	the individual was aware the agency usually disclosed the information		
12	use or disclosure is necessary for life, health, safety or welfare of an individual or for public health, safety or welfare		
12	use or disclosure is authorised or required under a law		
12	use or disclosure is necessary for law enforcement		
12	the use is directly related to the original purpose		
12	it is de-identified and necessary for research or statistical analysis in the public interest		
12	it is to be used for marketing to the individual, as long as the individual is advised that they can 'opt out'		
15	Does agency transfer camera surveillance footage overseas		Transferred Not transferred Not addressed N/A Other

Rec # ⁶⁴	Question	Guidance	Response Options
	If transferred overseas, what do the camera surveillance policies and procedures address	For example placed on the internet, and whether this is done within a clear legislative authority.	Can select multiple options: Where transferred Legislative authority Other item None N/A Other
4	What reasons given for the camera surveillance in the agency policies and procedures		Can select multiple options: Public safety Staff safety Property protection Crime prevention Crime investigation and enforcement Research for a public interest Increase public perception of safety Public demand or expectation Traffic management Issue response Other reason No Other N/A
4	Are the policy and procedures for managing the system consistent with any reasons given for having the system		Yes Mostly Some No Unknown N/A Other

Rec # ⁶⁴	Question	Guidance	Response Options
	Describe any other issues identified with the provided information		Free text field
	Comment		Free text field
10	Were personal information holdings identified on the website		Yes No

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Appendix 5 – Lists of responding and non-responding agencies

Table 75 List of responding agencies

Agency Name	Agency Type
Aboriginal Centre for the Performing Arts	Statutory Authority
Anti-Discrimination Commission Queensland	Statutory Authority
Aurukun Shire Council	Local Government
Balonne Shire Council	Local Government
Barcaldine Regional Council	Local Government
Barcoo Shire Council	Local Government
Blackall-Tambo Regional Council	Local Government
Board of Architects of Queensland	Statutory Authority
Board of Professional Engineers of Queensland	Statutory Authority
Boulia Shire Council	Local Government
Brisbane City Council	Local Government
Bulloo Shire Council	Local Government
Bundaberg Regional Council	Local Government
Burdekin Shire Council	Local Government
Burke Shire Council	Local Government
Cairns and Hinterland Hospital and Health Service	Hospital and Health Service
Cairns Regional Council	Local Government
Carpentaria Shire Council	Local Government
Cassowary Coast Regional Council	Local Government
Central Highlands Regional Council	Local Government
Central Queensland Hospital and Health Service	Hospital and Health Service
Central Queensland University	Universities & TAFEs
Central West Hospital and Health Service	Hospital and Health Service
Charters Towers Regional Council	Local Government
Children's Health Hospital and Health Service	Hospital and Health Service
Children's Health Foundation	Statutory Authority
City of Gold Coast	Local Government
Cook Shire Council	Local Government
Crime and Corruption Commission	Statutory Authority
Darling Downs Hospital and Health Service	Hospital and Health Service
Department of Aboriginal and Torres Strait Islander	Department
Department of Agriculture, Fisheries and Forestry	Department
Department of Communities, Child Safety and	Department
Department of Education, Training and Employment	Department

Agency Name	Agency Type
Department of Energy and Water Supply	Department
Department of Environment and Heritage Protection	Department
Department of Health	Department
Department of Housing and Public Works	Department
Department of Infrastructure Local Government and	Department
Department of Justice and Attorney General	Department
Department of Local Government, Community	Department
Department of National Parks, Recreation, Sport and	Department
Department of Natural Resources and Mines	Department
Department of Science, Information Technology,	Department
Department of State Development	Department
Department of the Premier and Cabinet	Department
Department of Tourism, Major Events, Small Business	Department
Department of Transport and Main Roads	Department
Douglas Shire Council	Local Government
Electoral Commission of Queensland	Statutory Authority
Energy and Water Ombudsman Queensland	Statutory Authority
Far North Queensland Hospital Foundation	Statutory Authority
Fraser Coast Regional Council	Local Government
GasFields Commission Queensland	Statutory Authority
Gladstone Area Water Board	Statutory Authority
Gold Coast 2018 Commonwealth Games Corporation	Statutory Authority
Gold Coast Hospital and Health Service	Hospital and Health Service
Gold Coast Hospital Foundation	Statutory Authority
Gold Coast Waterways Authority	Statutory Authority
Goondiwindi Regional Council	Local Government
Griffith University	Universities & TAFEs
Gympie Regional Council	Local Government
Hinchinbrook Shire Council	Local Government
Hope Vale Aboriginal Shire Council	Local Government
Industrial Registry	Statutory Authority
Ipswich City Council	Local Government
Ipswich Hospital Foundation	Statutory Authority
Isaac Regional Council	Local Government
Island Industries Board	Statutory Authority
James Cook University	Universities & TAFEs
Legal Aid Queensland	Statutory Authority

⁶⁵ Covered by Department of State Development responses.

Agency Name	Agency Type
Legal Practitioners Admission Board	Statutory Authority
Livingstone Shire Council	Local Government
Lockhart River Aboriginal Shire Council	Local Government
Logan City Council	Local Government
Longreach Regional Council	Local Government
Mackay Hospital and Health Service	Hospital and Health Service
Mackay Regional Council	Local Government
Mapoon Aboriginal Shire Council	Local Government
Maranoa Regional Council	Local Government
Mareeba Shire Council	Local Government
McKinlay Shire Council	Local Government
Mental Health Review Tribunal	Statutory Authority
Metro North Hospital and Health Service	Hospital and Health Service
Metro South Hospital and Health Service	Hospital and Health Service
Moreton Bay Regional Council	Local Government
Mount Isa City Council	Local Government
Mount Isa Water Board	Statutory Authority
Murweh Shire Council	Local Government
Non-State Schools Accreditation Board	Statutory Authority
Noosa Council	Local Government
North Burnett Regional Council	Local Government
North West Hospital and Health Service	Hospital and Health Service
Office of the Health Ombudsman	Statutory Authority
Office of the Queensland Ombudsman	Statutory Authority
Office of the Queensland Parliamentary Counsel	Statutory Authority
PA Research Foundation	Statutory Authority
Paroo Shire Council	Local Government
Prince Charles Hospital Foundation	Statutory Authority
QLeave	Statutory Authority
QSuper	Statutory Authority
Queensland Agricultural Training Colleges	Statutory Authority
Queensland Audit Office	Statutory Authority
Queensland Building and Construction Commission	Statutory Authority
Queensland College of Teachers	Statutory Authority
Queensland Competition Authority	Statutory Authority
Queensland Fire and Emergency Services	Department
Queensland Institute of Medical Research	Statutory Authority
Queensland Integrity Commissioner	Statutory Authority

Agency Name	Agency Type
Queensland Law Reform Commission	Statutory Authority
Queensland Law Society	Statutory Authority
Queensland Museum	Statutory Authority
Queensland Police Service	Department
Queensland Reconstruction Authority	Statutory Authority
Queensland Rural Adjustment Authority	Statutory Authority
Queensland Theatre Company	Statutory Authority
Queensland Treasury and Trade	Department
Queensland Treasury Corporation	Statutory Authority
Queensland University of Technology	Universities & TAFEs
Queensland Urban Utilities	Statutory Authority
Quilpie Shire Council	Local Government
Redland City Council	Local Government
Residential Tenancies Authority	Statutory Authority
Rockhampton Regional Council	Local Government
Royal Brisbane and Women's Hospital Foundation	Statutory Authority
Safe Food Production Queensland	Statutory Authority
Scenic Rim Regional Council	Local Government
Screen Queensland	Statutory Authority
Seqwater	Statutory Authority
Somerset Regional Council	Local Government
South West Hospital and Health Service	Hospital and Health Service
Southbank Corporation	Statutory Authority
Southern Downs Regional Council	Local Government
Stadiums Queensland	Statutory Authority
State Library of Queensland	Statutory Authority
Sunshine Coast Hospital and Health Service	Hospital and Health Service
Sunshine Coast Regional Council	Local Government
Surveyors Board of Queensland	Statutory Authority
Tablelands Regional Council	Local Government
TAFE Queensland	Universities & TAFEs
The Public Trustee of Queensland	Statutory Authority
Toowoomba Hospital Foundation	Statutory Authority
Toowoomba Regional Council	Local Government
Torres and Cape Hospital and Health Service	Hospital and Health Service
Townsville City Council	Local Government
Townsville Hospital Foundation	Statutory Authority
Unitywater	Statutory Authority

Agency Name	Agency Type
University of Queensland	Universities & TAFEs
University of Southern Queensland	Universities & TAFEs
University of the Sunshine Coast	Universities & TAFEs
Valuers Registration Board of Queensland	Statutory Authority
West Moreton Hospital and Health Service	Hospital and Health Service
Western Downs Regional Council	Local Government
Whitsunday Regional Council	Local Government
Wide Bay Hospital and Health Service	Hospital and Health Service
WorkCover Queensland	Statutory Authority
Wujal Wujal Aboriginal Shire Council	Local Government
Total number of responding agencies:	157

Table 76 List of non-responding agencies

Agency Name	Agency Type
Banana Shire Council	Local Government
Bar Association of Queensland	Other Agency
Board of Trustees of Newstead House	Other Agency
Bundaberg Health Services Foundation	Other Agency
Cherbourg Aboriginal Shire Council	Local Government
Cloncurry Shire Council	Local Government
Croydon Shire Council	Local Government
Diamantina Shire Council	Local Government
Doomadgee Aboriginal Shire Council	Local Government
Etheridge Shire Council	Local Government
Family Responsibilities Commission	Other Agency
Flinders Shire Council	Local Government
Gladstone Regional Council	Local Government
Kowanyama Aboriginal Shire Council	Local Government
Legal Services Commission	Other Agency
Lockyer Valley Regional Council	Local Government
Mornington Shire Council	Local Government
Napranum Aboriginal Shire Council	Local Government
Northern Peninsula Area Regional Council	Local Government
Palm Island Aboriginal Shire Council	Local Government
Pormpuraaw Aboriginal Shire Council	Local Government
Public Service Commission	Other Agency
Queensland Art Gallery and Gallery of Modern Art	Other Agency
Queensland Curriculum and Assessment Authority	Other Agency
Queensland Family and Child Commission	Other Agency
Queensland Local Government Grants Commission	Other Agency
Queensland Performing Arts Centre	Other Agency
Racing Queensland Limited	Other Agency
Richmond Shire Council	Local Government
South Burnett Regional Council	Local Government
Sunshine Coast Health Foundation	Other Agency
Supreme Court of Queensland Library	Other Agency
Torres Shire Council	Local Government
Torres Strait Island Regional Council	Local Government
Townsville Entertainment and Convention Centre	Other Agency
Townsville Hospital and Health Service	Hospital and Health Service

Agency Name	Agency Type
Wet Tropics Management Authority	Other Agency
Winton Shire Council	Local Government
Woorabinda Aboriginal Shire Council	Local Government
Yarrabah Aboriginal Shire Council	Local Government
Total number of non-responding agencies:	40