

Information Privacy and Camera Surveillance Survey 2015 – De-identified Comments by Agencies

The de-identified list of agency comments is provided below.

Notes:

- Similar comments are grouped and the number of agencies with the response listed. Where individual comments provided more specific information these comments are listed following the comment category.
- All agency names and specific agency references have been removed from comments to preserve anonymity. In their place is either [agency], [facility] or [agency type] etc depending on whether the agency type would impact anonymity or provides relevant context to the comment.
- Where an agency comment has included multiple points of interest (for instance two sentences dealing with two separate topics) the comments may be split into separate comments to enable analysis and grouping across comments and preserve agency anonymity.
- Minor spelling and formatting changes (such as capitalising the initial word or adding a full stop to a sentence) have been applied to comments to assist legibility.

Table 2 List of comments by agencies

	Question
	<p>Note: To enable analysis and reporting, comments have been split into each specific type of other area reported. In this regard a single agency comment that specified two separate other areas such as illegal dumping and library would be split into two comments one of illegal dumping and one of library. Comments were then grouped by the type of area and where relevant agency type and reported as the number of agencies with this comment. Specific comment details are provided following each comment type. In some cases both a general description and then specific descriptions were provided for the same area such as "All public areas around Hospital campus, [specialist] Unit, Multi Story Carpark , etc." In these cases both the general and specific descriptors are separately listed and counted. The splitting of comments also assists to provide anonymity of agency responses.</p> <p>The Department of Justice and Attorney General provided individual responses for each of the Queensland Corrective Services District Offices. Note that while the comments have been aggregated into a single overall response for the department, the camera use reported varied significantly across Corrective Service District Offices. Every significantly different other area captured by any one of the Corrective Service District Offices is reported.</p>
1.2b	Please specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring.
	<p>Car park (11 agencies had 14 comments of this type). For example:</p> <ul style="list-style-type: none"> • car park entrances and exit • car park entries and exits where parking clients may encounter a problem entering or leaving a car park that requires an expedient intervention • garages that store Government vehicles • high risk cash holding parking pay stations • impounded vehicle storage areas for security reasons • internal/secure car parks • multi story carpark • one camera facing the external staff carpark • pay machines at car parks <p>Agency buildings (11 agencies had 12 comments of this type). For example:</p> <ul style="list-style-type: none"> • [agency facility] multipurpose Health Service • [agency] associated buildings • [agency] has X fixed cameras operating at the [agency facility] for the purpose of monitoring each floor that [agency] occupies in the [agency facility] • administration buildings • building • cameras are located in [list of facilities] • cameras are located throughout the hospital and community facilities • cameras in other facilities within [agency] • inside venues (two responses) • internal rooms <p>Recreation facility (11 agencies had 22 comments of this type). For example:</p> <ul style="list-style-type: none"> • aquatic centres • art galleries • galleries • gym • Heritage Village • jetties • library (4 agencies) • museum • musical ship • public halls • recreation area entry point • sports grounds (including field of play, seating area) • tennis courts • theatre <p>Entrance \ Exit (10 agencies had 23 comments of this type). For example:</p> <ul style="list-style-type: none"> • ambulance door • ambulance entrance • backdoor • CCTV footage is recorded at the entry gates to the [agency facilities]. This footage is to confirm the entry and exiting of all authorised personnel to the sites. Other cameras at these facilities is for the purpose of monitoring any entry to the [redacted] buildings [redacted] and to respond to prevent any theft. • delivery back door • door entry each entrance • entrance at regional facilities • entrance in high traffic clinical areas • entry points to buildings <p style="text-align: right;"><i>(contd)</i></p>
1.2b	Please specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring.

<i>contd</i>	<p>Entrance \ Exit (<i>contd</i>)</p> <ul style="list-style-type: none"> • external entrances and doorways to hospital • fire door • front and rear entrances of the accommodation • front drive way/gate (one is located on the side of the front house to capture the front drive way/gate) • front entrance • front foyer (public) entrance • gatehouse • gazebo door • in the entrance to [facility] due to be open to public and adjacent to [facility] • main entrance • One each at the entrance doors at front and side entrances to reception at one of the Regional Service Centres to capture anyone entering or leaving the building; rear Staff entrance. • to open boom gate for deliveries <p>Shop \ Store (8 agencies had 12 comments of this type). For example:</p> <ul style="list-style-type: none"> • [agency] owns and operates a small convenience store. Surveillance cameras are situate over the register and also throughout the store • bookshops • bulk store • café • grocery retail chain of supermarket outlets • reception store • refectory • security for tills • stores (logistics) • within the supermarket shop floor and adjacent warehouses <p>Waiting rooms \ area (7 agencies had 9 comments). For example:</p> <ul style="list-style-type: none"> • clinical waiting rooms • ED waiting room • some waiting rooms at regional facilities • waiting rooms in high traffic clinical areas <p>Landfill \ waste transfer station (7 local governments had 7 comments). For example:</p> <ul style="list-style-type: none"> • surveillance cameras are installed at Transfer station in [location] and landfill site at [location] • three fixed cameras on the weighbridge at the Council's landfill site for recording details on the vehicles and loads that are coming into the landfill • waste transfer sites (for security) <p>Public places – not specific (7 agencies had 7 comments). For example:</p> <ul style="list-style-type: none"> • a range of public places • all public areas around the Hospital campus • [agency type]'s definition of "Public Spaces": Any place to which the public has access as of right or by invitation, whether express or implied and whether or not a charge is made for admission to the place • other public spaces • public access areas • public spaces • public spaces in the [location] monitoring (but not recording) use of the space <p>Reception (6 agencies had 7 comments). For example:</p> <ul style="list-style-type: none"> • finance reception • reception only • student services reception <p>Flood cameras / Foreshores / etc (5 local governments had 6 comments). For example:</p> <ul style="list-style-type: none"> • flood cameras covering water levels at watercourse crossings • flood Levels at 2 bridge locations on shire roads • foreshore areas (for safety) • still images are captured at flood crossings by 6 fixed cameras • the broadcast of the live video to the public over the internet to check boating conditions <p>Park (5 local governments had 7 comments). For example:</p> <ul style="list-style-type: none"> • park/zoo • public park • public parks (for safety) • skate park <p>Classrooms / laboratories (4 universities and TAFEs had 7 comments). For example:</p> <ul style="list-style-type: none"> • 24 Hours Learning Facilities • academic areas • computer classrooms <p style="text-align: right;"><i>(contd)</i></p>
1.2b	Please specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring.

<p><i>contd</i></p>	<p>Classrooms / laboratories (<i>contd</i>)</p> <ul style="list-style-type: none"> • ITS Data Centres • PC3 laboratories • teaching rooms <p>Street / Road (4 agencies had 4 comments). For example:</p> <ul style="list-style-type: none"> • [agency facility] monitoring recreational use of management roads used by horses and recreational users • public streets • streets (for safety) <p>Depot (4 local governments had 4 comments. For example:</p> <ul style="list-style-type: none"> • 4 exterior cameras in [agency type] Depot building • inside [location] depot • maintenance depots (for security) <p>Dam (3 agencies had 6 comments). For example:</p> <ul style="list-style-type: none"> • [location] dam embankment • [location] dam spillway • [location] river barrage • dam operations • dam wall <p>Airport (2 local governments had 5 comments). For example:</p> <ul style="list-style-type: none"> • airport aprons • baggage areas • passenger and baggage screening • terminal concourse <p>Illegal dumping (2 local governments had 2 comments). For example:</p> <ul style="list-style-type: none"> • public reserves and roads where illegal dumping is or has been identified as an issue <p>Corrections facilities / offices (other places varied across facilities and offices). Responses included:</p> <ul style="list-style-type: none"> • airlocks • all prisoner access areas • areas where clients interact with staff • at risk observation cells (total [number]) • central kitchen • central laundry • dayrooms • detention unit accommodation cells • DVR cabinet • exercise yards • holding areas\cell • inside the DPSOA hose • master control • medical and medical units • meeting rooms • movement control rooms • officer stations • prisoner common areas • prisoner recreation • programs room • secure walkways and passageways / internal walkways • security perimeter and surrounds of a Correctional Centre • some cells / cell areas (residential and secure units internal common areas) • vehicle locks • video conferencing unit • visit areas / visits management area / visits processing • within secure prisoner escort vehicles • within the office to monitor the use of the urine testing room which is within the secured space of the office <p>The remaining comments have been grouped into 5 general categories: Other inside building, other specific buildings, other outdoor, specific other public spaces, not categorised and other comments which do not specify a location.</p> <p>Other inside building (19 agencies had 34 comments). For example:</p> <ul style="list-style-type: none"> • a practice clinic for learning purposes • camera in the lift from ED to theatre • common area • common shared areas on the tenancy floor • common/public areas within student accommodation • conference room • corridors <p style="text-align: right;"><i>(contd)</i></p>
<p>1.2b</p>	<p>Please specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring.</p>

<p><i>contd</i></p>	<p>Other inside building (<i>contd</i>)</p> <ul style="list-style-type: none"> • corridors of the interior building in the acute hospital setting • de-escalation room • [specific purpose] room • evening classes • examination paper storage rooms • foyer area / foyers • interview rooms • lift/s • mailroom entrance • [specialist] unit / ward • monitoring of [redacted] facilities and to enable monitoring of animals as required under [redacted]. No data is actually recorded on these cameras. • office • office public areas • other internal no clinical areas deemed as high risk • pharmacy access • secure assessment • secure filing room for [agency] payroll files • security office • sick bay/room • student common room, monitoring of resources for common utilisation and damage • there are four cameras on [location] that monitor the common area of a secured floor • toilets <p>Other specific buildings (8 agencies had 10 comments):</p> <ul style="list-style-type: none"> • [location] sewage treatment plant • animal pound for security reasons • [agency type] operated fish hatchery • exterior and Interior of police stations • interior of operations plant • interior of treatment plant • schools • Town Hall • watch houses • within clinical buildings <p>Other outdoor (6 agencies had 7 comments):</p> <ul style="list-style-type: none"> • air quality surveillance using fixed, preset cameras in [location] and [location]. [Location] and [location] to come on line in 2015. The cameras are used to assess visibility in terms of air quality and pollution • exterior of building • for monitoring wildlife behaviour • One time-lapse camera is installed on a pole located on the corner of [location] and [location] within the [location] residential estate. The time-lapse camera is to document the construction of the Neighbourhood Centre (retail hub) in line with the marketing plans to assist with communication of this precinct. • play areas • student bikes • vessel monitoring into and out of ports <p>Specific other public spaces (7 agencies had 8 comments):</p> <ul style="list-style-type: none"> • City Centre Business District • malls (for safety) • Safe Night Precinct • some historical cameras exist around the Civic centre however these are beyond their working life and rarely used, it is the intent to replace these and develop new procedures when this occurs • student hub areas • the CBD Camera system is what has been answered within this survey as they are the only effective system and were introduced in 2014 • two cameras in the internal public thoroughfare from bus stop through to public toilets and CBD • walkways <p>Not categorised (9 agencies had 10 comments):</p> <ul style="list-style-type: none"> • critical infrastructure • access gates to restricted areas (for security) • anti-graffiti • community care/respite • compounded construction sites (as required)(for security) • high risk areas • high risk cash holding vending machines that have previously been the target of an attack • monitoring operational processes within the confined boundaries of our infrastructure sites <p style="text-align: right;"><i>(contd)</i></p>
<p>1.2b</p>	<p>Please specify the other areas in which fixed surveillance cameras are used for the purpose of monitoring.</p>

contd	<p>Not categorised: (contd)</p> <ul style="list-style-type: none"> • security restricted areas • vehicle washdown bays <p>Other comments which do not specify a location:</p> <ul style="list-style-type: none"> • [agency] coordinates a contract for [number] cameras across [5 levels] of [location] • all camera monitoring is conducted by the Local Police Department as this is where the monitoring system is placed • no private owned buildings or land is in view of the cameras • some site security access gate monitoring may pick up public areas external to our boundaries • The facility is shared with another Qld Government department. Their building has internal security cameras where [agency] does not. The cameras are linked to a server in the other Departments office. • they operate for the purpose of protecting public safety and to prevent, detect and prosecute crime • this is a low cost system • we have other fixed cameras
<p>Note this question only applied to agencies that can capture footage of residential property through their use of fixed camera surveillance and have a policy, process or mechanism for dealing with the privacy consequences of this capture. (i.e. Yes to questions 1.3a and 1.3b).</p>	
1.3c	<p>Please provide details of how the privacy consequences of this capture are managed.</p>
	<p>[Agency] collected footage is retained for 28 days and then overwritten. During this period [agency] upon request may disclose Personal Information for Law Enforcement bodies in the course of their business in line with the Information Privacy Act 2009, Privacy Principles and Right to Information Act 2009.</p> <p>[Agency] CCTV is for use to view public spaces and no images may be captured from areas in which individuals would have an expectation of privacy and must not be used to look into the interior of any private premises or any other area where an infringement of privacy of individuals. CCTV Suburb installations include block out of all private residences.</p> <p>[Agency] manage these procedures through 1) CCTV Administrative Instruction 2) CCTV Management of CCTV Material & 3) CCTV Standard Operating Procedures, Practices & Management Manual.</p> <p>All cameras are fixed to capture view of property only.</p> <p>All data obtained through CCTV usage must be treated in compliance with [agency]'s Information Privacy Policy.</p> <p>All monitoring is handled by the Police Department.</p> <p>All private information is managed in accordance with [agency] policies and procedures. (Two different agencies had an identical comment but for the agency name.)</p> <p>As stated the surveillance camera system is stored at the local Police station so all privacy matters captured comes in under their policies.</p> <p>Contracted and in-house CCTV monitoring and administration staff undertake full training and induction, sign Confidentiality Agreements, Standard Operating Procedures apply and random audits are carried out to ensure compliance.</p> <p>Data is stored on a [other agency] server and only accessed through the [other agency business unit]. The [agency] defers to the policies and procedures put in place by [other agency] and the [other agency business unit] for the use of CCTV footage.</p> <p>Each area has an procedure (or in the process of development of procedure) in place. [Agency type] also has in place a [agency type] Information Privacy Policy and a CCTV Policy for the [CBD area].</p> <p>Education in regards to the Privacy Act, requirements and restrictions.</p> <p>Information is only released where there is a legislative authority to do so, overriding privacy. Footage where privacy considerations are apparent are referred to the RTI process. Notices are displayed in the vicinity of cameras.</p> <p>Operators are instructed not to engage camera operations on residential homes, this is documented in their procedures and is monitored.</p> <p>Private residential property is virtual privacy screened through the camera. Otherwise other private property in terms of businesses etc. are caught inadvertently as a result of monitoring of public spaces, footpaths, roads etc.</p> <p>PTZ cameras are programed to ensure there is no direct coverage of private premises or sensitive semi-public areas such as inside public toilets. Fixed cameras are installed to prevent coverage of private and sensitive areas. However should it be required the main operating system used by [agency], Milestone, can be manipulated to provide virtual privacy screening (blurring of the image).</p> <p>Recorded footage is managed by corporate information privacy policy and procedures. Third parties cannot access CCTV footage without an RTI application or subpoena. QPS may access footage for legitimate law enforcement purposes subject to the MOU between [agency type] and Queensland Police.</p> <p>Signs are installed at each camera site re use of cameras for footage.</p> <p>Stated in terms and conditions of car parking (3 car parks). Utilise License Plate Recognition technology.</p> <p>The system is owned by [agency] however the operation of the system and the administration of privacy requirements are contractually assigned to the Queensland Police Service. [Agency] then meet with QPS for sign off on recorded information downloads to ensure another level of privacy is provided.</p> <p>Undertake regular auditing of recorded footage and bookmarked footage by Authorised [agency type] staff. Audits also review contractor knowledge.</p>

2.2a	Do you provide training to staff in fixed surveillance camera system policies and procedures (beyond provision of operating manuals)?
2.2b	If so, please provide details of what training is provided.
	<p>(Specific) Program course covers the legislative requirements outlined in the (legislation). 3 - 6 months training process - training booklet and examinations throughout.</p> <p>Access to business system manuals; quick step sheets; formal training via technicians and on the job training.</p> <p>Access to the camera footage is restricted to the Operations Manager [business unit]s and the Admin officer [business unit]s the only other people who access to the comms room is ID officers but they do not have the password to access the data.</p> <p>Administration officer is aware of how to download footage if requested.</p> <p>All (agency) Security Officers are provided 'one on one' training when commencing employment with the [agency type]. Training is tested to ensure all staff understand the use of the system and the policies and procedures related to CCTV and images.</p> <p>All CCTV Operators are provided with ongoing training; Competency Assessment Training & Evaluation (conducted every 3 months by (agency) Also provided with the following [specialist] training; 1) PowerPoint presentation on the Information Privacy Act and Principles including refreshers. 2) [specialist] Local Laws training 3) Liquor Act & Liquor Enforcement Proactive Strategies (police LEAPS) 4) Code of Conduct for Contracted Security Providers 5) WPH&S training & 6) [special] CCTV System training.</p> <p>All safety and response officer are trained in how to use the cctv system when commencing in position.</p> <p>All staff who are authorised to access the footage on the CCTV system are subject to training on both the operational procedures of the system, and of the policies governing its usage.</p> <p>As stated the surveillance camera system is stored at the local Police station so (agency)'s cameras comes under their officer training. It is not viewed by [agency type] Staff.</p> <p>As system is not monitored 24/7, no requirement to train staff.</p> <p>Basic overview as per agencies induction / safety and security guidelines.</p> <p>Contracted CCTV Monitoring staff must hold current relevant Monitoring Security Office Licence (Class 2). In addition [agency type] provides full induction to contracted CCTV monitoring and in-house administration officers and other authorised officers before they are provided new access to specific camera groups. Training is provided on the operation and configuration of [agency type]s CCTV network, plus data management and records handling, IPA provisions and responsibilities, access and security arrangements, operational protocols and systems. All authorised officers provided access are required to sign Confidentiality Agreements and provided written instructions.</p> <p>Control Room Operators are provided with policies and procedures relating to information privacy and the managing of footage. This is explained to them one on one and operators are required to answer questions. All operators sign confidentiality agreements acknowledging their responsibilities relating to information privacy. Statements relating to control room operator's responsibilities are routinely displayed in the control room on an electronic message screen.</p> <p>Face to Face training with the provider of the hardware - training within the QPS officers is conducted by the Senior Sargent in accordance with the QPS Standing orders.</p> <p>In addition to matters associated with the control and operation of cameras and the head end system, training is provided on the [agency type]'s overarching policy [policy name] and the following key principles;</p> <ol style="list-style-type: none"> 1. Purpose of CCTV, 2. Privacy Issues, 3. System Design including storage and retention, 4. Protocol on access to recorded images. <p>In house, part of induction training and user training.</p> <p>In service operator training, P&P - WIR annual reviews.</p> <p>Individual training upon commencement, identification of need or upgrade of systems.</p> <p>Induction of new employees who are employed to carry out roles as backup to receptionist.</p> <p>Induction training for security personnel and identified staff / Use of camera monitoring provisions.</p> <p>Information Privacy Training is provided on the (agency) intranet. The information privacy course covers fundamental privacy concepts, the reasons to protect privacy, (Agency)'s privacy obligations under the Information Privacy Act 2009, and procedures to deal with privacy complaints. The course was developed using material from the Office of the Information Commissioner (Qld) along with relevant legislation. The course includes reinforcement activities to ensure employees retain fundamental privacy concepts. Employees must achieve 100% on a short assessment following the course to complete the training. The following roles are required to complete the Information Privacy Training; Stakeholder and customer relations; HR officer; WHS [multiple position titles]; Injury Management Health Coordinator; Community Relations; Team Leader Community Relations; ICT Operations; Facilities Coordinator; Fleet Coordinator; Property Officer; Property Services Coordinator; Regional Property Officer; Principle Tenure Advisor; Group Support Officer [redacted]; Principal Customer.</p> <p>Internal Security Staff currently being trained in administration and management of CCTV systems and images.</p> <p>Local training.</p> <p>Minimal, usually one on one with their supervisor.</p> <p>New operators are given supervised control room training until deemed competent by a qualified control room operator.</p> <p style="text-align: right;"><i>(contd)</i></p>

2.2a	Do you provide training to staff in fixed surveillance camera system policies and procedures (beyond provision of operating manuals)?
2.2b	If so, please provide details of what training is provided. (<i>contd</i>)
<i>contd</i>	<p>No formal City training exists with only informal advice supplied to new staff along with making staff aware of the [other agency] practices and procedures.</p> <p>No training of staff is required because internal cameras only have image capture and environmental sensors in communications risers and cameras in public spaces are a live feed so that staff can monitor use of the space.</p> <p>Nomination of staff, and once authorised are provided copies of / or access to policy, procedures and Code of Practice related to CCTV Systems.</p> <p>On site, hands on, system specific training and practical assessment.</p> <p>online training</p> <p>Overview of the Policies and Procedures, Training conducted by [contractor].</p> <p>Part of initial training for Security Control Room operators plus ongoing mentoring by Technical Security Staff.</p> <p>Policy and procedure awareness (CCTV and Privacy), instructions on how to scroll/store/transfer data.</p> <p>Security services on campus are provided by [contractor]. All of the above processes are known with some instruction sheets however a formal policy/procedure is yet to be formulated. This action will occur once further upgrades to the system take place.</p> <p>Security Standard Operating Procedures & [agency type] Policies and Procedures.</p> <p>Software provider provides training on operation of system and functionality.</p> <p>Some of the Regional Service Centres have had training others are following instructions from a manual. We are in the process of looking to arrange training for some Regional Service Centre Managers from the surveillance camera installers.</p> <p>Staff are advised of the location of the monitors as part of the office induction.</p> <p>Staff are informed of cameras and are aware of where server cupboard is located.</p> <p>Staff are provided "Platform Training" in the use of the Security Management System, training in the interpretation of the (legislation) and Information Privacy and Right to Information Awareness Training.</p> <p>Staff have been provided with Standard Operating Procedures which identify correct process for use when requests to view or obtain footage are made.</p> <p>Staff in areas that require training (for example the (system)) are provided with one-on-one training. Other areas throughout Queensland are provided with telephone support with the guide on the intranet.</p> <p>Staff who utilise fixed surveillance cameras for monitoring operation processes are trained in their operation.</p> <p>Upcoming upgrades to our security camera software system will include further detailed training as its operability expands.</p> <p>Surveillance is limited to car park requirements.</p> <p>The control room awareness training will enable an officer to demonstrate an ability to operate the SMS, including responding to alarms, intercoms, LAN control, vehicle and pedestrian movement - this does not provide an officer with accreditation to be deployed to a control room.</p> <p>The current CCTV was endorsed by (agency) DG in November 2014. The policy was disturbed to officers within the operation of the CCTV to be aware of obligations regarding the use and storage of CCTV.</p> <p>The [agency type]'s Workplace Security procedure requires that staff whose roles include monitoring camera surveillance footage should attend training about the use, storage, access, capture and disclosure of that information. Generally that training will include one session prior to fitout completion and another one 1-2 weeks after completion. The office manager must confirm that training has occurred. In addition, staff must attend ongoing training, preferably twice per annum or when security enhancements are implemented. However, training is managed in the regions where the cameras are deployed, and the survey has highlighted some inconsistencies across regions. Steps are being taken to ensure that training is provided in accordance with the policy.</p> <p>The ICT department provides training to all senior management and other relevant staff on the use of CCTV.</p> <p>The minimum acceptable standard for officers to be accredited and competent for deployment to control room duties is in accordance with Control Room Operator Accreditation (form). (comment removed)</p> <p>The Queensland Corrective Services Academy (QCSA) will provide all new custodial correctional officers with control room awareness training as part of the Custodial Officer Entry Program (COEP).</p> <p>Those staff authorised to access the information all have been physically trained in its operation.</p> <p>Training for Security.</p> <p>Training is provided by the relevant IT person in technical aspects of the surveillance system, including the roles of the outsourced maintenance and data centre suppliers.</p> <p>Training is provided to staff in relation to downloading recordings however given the staff changeover rate in [agency] this training could be enhanced with increased frequency and more legislative background information in relation to the use, handling and disposal - which would enhance familiarity.</p> <p>Training is provided to appropriate staff as required.</p> <p>Upon induction staff who have a requirement to view CCTV are trained and required to sign the Guideline for the ethical use of the CCTV system.</p> <p>We provide training in regards to our internal policies and procedures. We are also looking to train operators in active camera monitoring.</p>

3.1	What were the reasons for installing the camera surveillance system(s)?
	<p>Research for a public interest</p> <p>Boat Traffic Frequency, Type and Speed</p> <p>CCTV Data collected within the (agency) System utilised for analysis evaluation and strategic response to identified needs</p> <p>Crime / damage or information gathered for statistical data.</p> <p>Flood monitoring cameras at river crossings. (still images only)</p> <p>Safety, security and assist with operation of (location) Dam and (location) Dam facilities.</p> <p>Other</p> <p>Air quality monitoring for scientific purposes.</p> <p>Animal welfare</p> <p>As per response in 1.2b (One time-lapse camera is installed on a pole located on the corner of [location] and [location] within the [location] residential estate. The time-lapse camera is to document the construction of the Neighbourhood Centre (retail hub) in line with the marketing plans to assist with communication of this precinct.)</p> <p>Building security.</p> <p>Community safety / deter violent and antisocial behaviour.</p> <p>Coverage of mobile hotspots by mobile trailers</p> <p>Deterrent value only</p> <p>In line with the state illegal dumping grants</p> <p>Incidents on the water</p> <p>Increased staff perception of safety.</p> <p>Install at site build</p> <p>Mandatory agency fit out</p> <p>Monitor access to facilities, such as dams and buildings</p> <p>Monitor external entrances for Night Duty Staff as minimal staffing.</p> <p>Monitoring and supporting students who are acting out or emotionally dysregulated.</p> <p>Monitoring recreational usage of South East Queensland horse trail network.</p> <p>No longer in use</p> <p>No recordings</p> <p>Operations of Waste Management Facilities</p> <p>Patient Safety</p> <p>Perception of monitoring</p> <p>Process management and business operations efficiencies.</p> <p>Protection of information held by the [agency]</p> <p>Protective security</p> <p>Public safety @ community facilities.</p> <p>Response to major attempted break in</p> <p>Security of information</p> <p>Staff identification and security prior to entering secure area (facility)</p> <p>Teaching quality control / monitoring within academic units</p> <p>Ticketless car parking</p> <p>To contribute to knowledge and understanding of animal behaviour</p> <p>To inspect roofing.</p> <p>To inspect water quality.</p> <p>To monitor operation of the plant.</p> <p>To monitor utilisation of spaces so that the assets may be used in the most efficient and effective manner.</p> <p>To observe dam.</p> <p>To see who is at the door when Reception is not manned</p> <p>Training and assessment</p>
3.2	What information or evidence supported the introduction of your fixed camera surveillance system? - Other
	<p>Security review (12 agencies had 13 comments):</p> <ul style="list-style-type: none"> • amount of Crime that was happening in [location] • [agency] security review in 2010 • [agency type]'s first public surveillance camera system was installed after a Scoping Study was conducted examining crime and community safety issues in the study area, the effectiveness of strategies relative to issues, the effectiveness of other CCTV systems in other locations and how CCTV would complement strategies including budget models for various levels of CCTV implementation (contd)

3.2	What information or evidence supported the introduction of your fixed camera surveillance system? - Other
contd	<p>Security review: (contd)</p> <ul style="list-style-type: none"> • established business case including evidence of need, CPTED evaluations including investigation of alternative and/or complementary responses • evaluation of effectiveness of existing security patrols in monitoring operations and responding to incidents • evaluation of security risks at high risk plants and sites containing high risk infrastructure • most camera installed in line with recommendations outlined in Security Reviews • risk assessment • risk assessment including analysis of incidents and evictions (2 agencies) • security/safety risk assessments • site Security Risk assessments identified the need for surveillance cameras as an adequate control to support onsite security risk mitigations • The need for surveillance cameras and the saturation of cameras is determined on a case by case basis with reference to the security classification of the accommodation and a risk assessment that takes into account the size and design of the tenancy, its locality and risk profile. For example, all [facility type] are assessed as requiring fixed camera surveillance because of historical issues relating to staff and client safety, but the number and location of cameras is assessed on a case by case basis. <p>Crime (10 agencies had 10 comments):</p> <ul style="list-style-type: none"> • crime of hot spots, known or revolving hotspots, vandalism, graffiti, offences against members of the public • crime rate and cost of crime • issues re crime • misappropriation by staff • monitoring of incidence of property crime and offences against authorised persons working on sites • need to identify criminal offences occurring • stock loss - Monitoring of Cash registers • theft and vandalism of [agency type]'s assets • theft of government assets • to monitor access to non-public areas and support investigative processes related to criminal matters or employee misconduct <p>Safety (8 agencies had 9 comments):</p> <ul style="list-style-type: none"> • incidents between parties in a [service type] at service counters or just outside the building • increased level of safety for staff and clients accessing or delivery • increased workplace incidents involving verbal threats and threatening behaviour • safety • safety and security of patients, visitors and staff • security and staff safety purposes • staff and patient safety • The system was first installed at the previous [location] premises of [agency]. This building had no onsite government security and people could walk into the building off the street. Access cards were needed to enter the office areas, but the building foyer had no security. The system was installed for staff safety. The security system was moved when Client Services (HR&Mail) moved to the [facility] in 2013. • undesirable client behaviour <p>Mandatory (6 agencies had 7 comments):</p> <ul style="list-style-type: none"> • agency policy • Commonwealth Attorney Generals Protective Security Policy Framework • [redacted] • general security requirements for QH staff, assets and visitors • mandatory for office fit-out • Queensland Health Policy • redevelopment of clinical areas industry standard/expectation <p>Specific event/s (5 agencies had 6 comments). For example:</p> <ul style="list-style-type: none"> • adverse events that required investigation identified absence of CCTV reduced capacity to respond to enquiry and also that absences of information delayed adequate response to event • evaluation of staff concerns regarding public behaviour on certain sites • evaluation of the public's concern following severe weather events • issues and crowd disturbances and management • vandalism in a park <p>Historical (5 agencies had 5 comments):</p> <ul style="list-style-type: none"> • CCTV installation replaced existing cameras and added cameras to all publically accessible [redacted] floors • inherited systems • crime rates and historic data around incidents impacting on safety & security of staff/assets and community • historical evidence and impact of theft and property damage • historical knowledge <p style="text-align: right;">(contd)</p>
3.2	What information or evidence supported the introduction of your fixed camera surveillance system? - Other
contd	Police and community (4 agencies had 4 comments):

	<ul style="list-style-type: none"> community expectation engagements with QPS and local Chamber of Commerce police and community consultation The installation of CCTV cameras is supported by the local Police based on their experience and results obtained in other communities. They are very keen to expand [agency type]'s existing network of cameras. <p>Entrances (2 agencies had 3 comments):</p> <ul style="list-style-type: none"> common sense would support the placement of a camera at access points so that staff can survey who is at these access points prior to opening the door out of hours need to identify all persons entering or leaving the facility need to monitor all access/egress points to campus <p>Other agency outcomes (3 agencies had 3 comments):</p> <ul style="list-style-type: none"> discussions on effectiveness with other local authorities other cities success in implementing CCTV systems to address social issues similar to the ones experienced in our city use in other similar complaint agencies <p>QPS advice re G20 (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> QPS advice and agency risk assessment for potential of protest activity and unauthorised entry/intruders leading up to and during the G20 event. the surveillance system was implemented in response to heightened security awareness in preparation for the G20 summit held in Brisbane CBD last year <p>State grant (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> State government programs encouraging and funding CCTV systems for public safety during the late 1990's and early 2000's eg Security Improvement Program (SiP) funding. State Grant application for surveillance cameras <p>Not categorised (13 agencies had 15 comments):</p> <ul style="list-style-type: none"> [agency] operates [description of agency functions] another project using time-lapse photography in order to communicate and demonstrate the construction process based on repeated requests from Police emergency services and individuals seeking visual evidence in criminal visual evidence combination judicial inquiries regarding deaths in custody monitoring of the secure door/area from a remote location need for ICT environmental monitoring and asset protection perceived advantageous/benefits possibility of external threats to the organisation/determine the validity of persons entering the car park requiring imagery to determine specific causes of on-site incidents scientific research and innovative practice some systems in place for many years and reasons for introduction largely security based the protection of the state's cultural assets and prevention of crime and mitigation of public safety type of system used for car parking very high security requirement of critical infrastructure
4.2	When notifying people about the surveillance, how is the information provided? - Other
	<p>Signs (7 agencies had 8 comments):</p> <ul style="list-style-type: none"> a large sign at the front of the centre by notice at Main Entrance community members are also aware through signage notices around agency on way finding signage that is placed on pathways around the campus other [agency type] Security/Surveillance Cameras in Administration buildings all carry signs indicating surveillance takes place there are signs at the entry points to the [location] Township indicating that there is CCTV in operation in that area <p>Document (3 agencies had 5 comments):</p> <ul style="list-style-type: none"> brochures in [facility] building ICT agreement newsletter parent handbook postal drop of [agency] [program] Fact Sheet <p style="text-align: right;"><i>(contd)</i></p>
4.2	When notifying people about the surveillance, how is the information provided? - Other
contd	<p>Media (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> media communications

	<ul style="list-style-type: none"> • media reports • media stories both print and TV • newspaper articles <p>Meeting (2 agencies had 4 comments):</p> <ul style="list-style-type: none"> • other meetings • P&C • public meeting • school council meetings <p>Website (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> • cameras are streamed live to the public on the internet to inform the public of the prevailing conditions • CCTV Policy available in the [agency type]'s Policy Library • information provided on [agency type]s [individual webpage] under CCTV • the rest is in progress and is intended to publicise the information on the [agency] website <p>Verbal (2 agencies had 3 comments) For example:</p> <ul style="list-style-type: none"> • in some cases, verbal advice is provided eg in relation to cameras operating in interview rooms, particularly if there are concerns about literacy levels • verbal - school assembly <p>Cameras Visible (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> • also, they are visible and easily seen • camera locations are clearly visible <p>Induction (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> • during induction of offenders • enrolment day / procedures <p>Staff (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> • all store managers are aware of the cameras • teacher <p>Recorded message (1 agency had 2 comments):</p> <ul style="list-style-type: none"> • recorded message to prisoner on entry to escort vehicle • telephone message when put on hold <p>Not categorised (7 agencies had 8 comments):</p> <ul style="list-style-type: none"> • buses only at this stage • [Facility] actively informs the community about the surveillance. Other [Agency] areas do not inform the community about the cameras as they will not pick up images of individuals. • community members are also aware through community consultation • Crimestoppers • general • individual disclosure when required • legislation [redacted]
4.3	Does your agency make the following information on your camera surveillance system publicly available? - Other information
	<p>Disclosure of information to the Queensland Police Service (4 agencies had 5 comments):</p> <ul style="list-style-type: none"> • footage provided to QPS in relation to any incidents involving Assault and theft • for police evidence • information only passed to law enforcement • No. Only made available for QPS of internal investigation and approved by a single executive officer. • provision of relevant footage to support QLD Police investigations <p>Not categorised (11 agencies had 11 comments):</p> <ul style="list-style-type: none"> • It is intended to publicise the information on the [agency] website. Requests for such would be processed under an admin release scheme. • CCTV camera monitor the campus. This is displayed on signage at all roadway entrances to the campus, at entry doors at both foyers and the Emergency Department and in the Mental Health Unit. • circumstances under which recordings will be shown to a third party include: - unlawful acts (police), Occupational health and safety complaints, when otherwise required by law (e.g. court order) • referral to [agency] website for privacy policy, and phone number for enquiries • relevant policy and procedure manuals • surveillance cameras are in use in the area • the process for making complaints about how surveillance footage is collected, stored, used or disclosed • the [agency type] has established an "Information Collection Notice" that is provided to all new staff and students that provides information about CCTV on campus <p style="text-align: right;"><i>(contd)</i></p>
4.3	Does your agency make the following information on your camera surveillance system publicly available? - Other information
<i>contd</i>	Not categorised: <i>(contd)</i>

	<ul style="list-style-type: none"> to be implemented on our website - [number] cameras, their location, (30 days film footage is kept from the safety camera network) and the procedure to access footage if required unless specifically associated with Law enforcement request, Court direction or legal request, all applications and information requests are dealt with through the RTI process we will only release information to other agencies if required by law and in accordance with the IP Act or to an individual who requests a copy of their own information either through our Administrative Access Policy or an IP Act depending on what is in the footage
5.1	Where is your fixed surveillance camera footage stored? -
	<p>Another government agency's facilities Footage stored with Queensland Police Service (6 agencies had 6 comments) For example:</p> <ul style="list-style-type: none"> [location] Police Station at one location, camera system has live feed to the local Police Beat and recorded on a min 30 day loop, whilst also recording at the camera location on a loop police station's Queensland Police Service <p>Not categorised (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> [agency] owned servers located and operated by [other agency]. [other agency] ([location] Region) - [other agency business unit] [other agency] [South Each Region] we share the system with other agencies and the data is stored centrally <p>Private sector contractor's facilities (Two facilities identified by two agencies)</p> <p>Other On the CCTV camera/system (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> Footage is stored on CCTV computer harddrive in the Comm's room. This information is only captured for a maximum two week period. locally on the camera on site at the camera location (DVR & NVR) on the cctv hard drive - stored only for two weeks <p>None stored (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> no footage retained, cameras just used for environmental monitoring (temperature, movement, particle count, humidity) and monitoring of public use of certain spaces not stored - digital and overwritten daily <p>Not categorised (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> [CBD program] Cameras - Qld Police [location] computer located at site. the Internet footage is broadcast live from Sydney data centre we share the system with other agencies and the data is stored centrally
5.2	Access to fixed surveillance camera footage is managed by the following - Other
	<p>Staff (5 agencies had 8 comments):</p> <ul style="list-style-type: none"> access to archived footage is restricted to authorised officers only as is all correspondence in relation to CCTV footage requests any [position title] is able to access the footage as it is stored on the hard drive however they are not currently trained to do so and would need the [position title] to perform this activity. DM/RM authorises for a particular staff member or contractor to access the footage as required. footage can only be accessed by one staff member limited approved accessors only limited IT&T staff can access footage only staff trained in the retrieval of the footage can access the footage the system allows the [position title] to bring up and review footage for safety and security reason <p>Physical security (4 agencies had 6 comments):</p> <ul style="list-style-type: none"> in the greater majority of cases footage is subject to physical security measures it is stored in the secure area of the district office onto a DVR restricted access 24/7 manned control room some of the footage from some of the offices is in locked storage facilities in other offices only authorised individuals can access the buildings after hours stored on hard drive in a locked restricted entry room the cabinet is securely located and the key maintained at the [facility] <p style="text-align: right;"><i>(contd)</i></p>
5.2	Access to fixed surveillance camera footage is managed by the following - Other
<i>contd</i>	<p>Software security (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> footage is retrievable via password for up to one month

	<ul style="list-style-type: none"> held within a Police Station, it can be accessed remotely by the security vendor however this is password protected and video encrypted local hosted display system in the administration office with a single login Not all CCTV systems with existing footage on them are locked away. In regional offices, the digital video recorders are in data racks which are not locked, however no regional staff have system or password access or any responsibilities re CCTV. <p>Not categorised (5 agencies had 8 comments):</p> <ul style="list-style-type: none"> formal request process, chain of custody and download documentation is included for all CCTV requests public able to view footage of [location] Dam live stream on [Agency] website recording deleted automatically after a period of time single point of access the camera is a live feed only and is not recorded the last camera is focussed on the DVR cabinet this is located inside the DPSOA hose written approval required to access
Notes: Only comments which provide additional information to the number of requests have been included.	
7.1a	Have you had any requests for access to camera surveillance footage? (If yes, please specify how many in the last 12 months)
	<p>Requests are from the Queensland Police Service (14 comments from 14 agencies) For example:</p> <ul style="list-style-type: none"> 10 requests in the last 12 months, all from the Queensland Police Service 3 - From QLD Police in support of criminal investigations 6 times, provided to Police after a break in Data not readily available. However, given the traffic cameras and specific security cameras are accessed by law enforcement, a conservative estimate is at least five times per week. Occasional, from Qld Police Service. Less than 5 requests on average per year. police when we have experienced break-ins at [agency type] buildings (including the store) police/QPS request forms and requests granted and approved by Corporate Governance <p>Requests are from the Queensland Police Service and other areas (3 comments from 3 agencies) For example:</p> <ul style="list-style-type: none"> Police and facility manager. [Staff member] requested camera footage for out-side residence window, residence complaint about a prowler looking through window. internal investigations and external agencies e.g. Queensland Police Service Over 650 applications. Primarily Queensland Police Service. Security - 125 requests (internal & external). Traffic - Very infrequently and only 1-2 times in the last 12 months <p>Not categorised (9 agencies had 9 comments):</p> <ul style="list-style-type: none"> 2 RTI requests in the last 12 months a single event to investigate an incident that occurred on our site in excess of 300 - Requested through [agency] Governance process in excess of 600. 2 requests from Govt Authorities following up on criminal investigations Many, however unable to confirm as audit documentation has just been implemented in the recent 2 months. On average, twice per week. 104 per year. None in the last 12 months. Only one request prior to that. only by nominated [agency] managers who need to investigate information on the recordings unable to comment on statewide requests uncertain, approximately 4
Note: Each response option had a comment box, so the comments are presented against the question option to which they responded. Responses to this question were not consistent across agencies.	
7.1b	If so, have you received requests from any of the following for access to camera surveillance footage? - An individual seeking footage of themselves
	<p>An individual seeking footage of themselves</p> <p>Not categorised (20 agencies had 26 comments):</p> <ul style="list-style-type: none"> 3 IP applications do not have numbers, but all are referred to the RTI process For road infringement. Ascertaining if was actually at fault. for use [redacted] in Court Proceedings individual seeking footage of their presence in a public park area individual seeking footage of themselves via an RTI process parent parent wanting access to footage of child contact patient patient requesting footage e.g. whilst in emergency department <p style="text-align: right;"><i>(contd)</i></p>
7.1b	If so, have you received requests from any of the following for access to camera surveillance footage? - An individual seeking footage of themselves
<i>contd</i>	An individual seeking footage of themselves

	<p>Not categorised: <i>(contd)</i></p> <ul style="list-style-type: none"> • Person charged with damaging an ATM was seeking footage from the camera located in that area so that he could view the footage prior to his appearance in Court. As his court appearance was some months after the incident, the footage had been erased. • persons seeking to identify damage to their car or identify personal property being stolen • [individual] seeking CCTV for legal purposes • [individual] to whom the footage may relate • [individual] visiting the officer had his mobile phone stolen and requested that officers check the footage to see if the person who took it was visible • regular application within RTI • request for footage from individuals who have been in accidents or have lost property • requests from QPS, RTI and internal • RTI applications and informal requests • RTI Section manages these applications. • seeking information of intersection operation at the time of a crash • staff for incident review • students seeking footage of themselves or others • such requests are subject to RTI applications and requests are evaluated by [agency type]s Corporate Governance Department • Traffic incident / alleged assault. In each instance request post dated deletion of data. • Where an individual has been excluded for [agency type] Venues for a period and as a result requested all CCTV image of himself at venues. This was done through RTI request for image already downloaded. <p>An individual or entity seeking footage of another individual</p> <p>Queensland Police Service accessing footage (22 agencies had 22 comments) For example:</p> <ul style="list-style-type: none"> • police / [agency type] investigation and or prosecution purposes • police looked through some footage for an a murder investigation but didn't take any copies of image as they were not relevant to their investigation • police requests (3 agencies) • police seeking footage (2 agencies) • police, police seeking evidence of threatening behaviour towards Hospital Staff • police/incident investigation • Qld Police Service seeking footage in the investigation of crimes • QPS, Police department when we have notified them of property damage/stolen property • Queensland Police seeking footage relating to an offenses or enquiry as part of their operations • Queensland Police Service for incident investigation • Queensland Police Service seeking footage of potential criminal activity <p>Staff accessing footage (10 agencies had 13 comments):</p> <ul style="list-style-type: none"> • [agency] management - athlete injury • [agency] management • [agency] Staff for evidence in breach hearings • Executive Directors Queensland Health, [facility] Hospital and [agency]. • health & safety • internal • internal investigation by HR under the Resolution of Complaint of Harassment, Bullying or Discrimination • management investigating incidents • Patient Liaison Services • senior management within policies and procedures • Social Work Services • staff asked whether footage existed to determine what happened to a piece of missing dept equipment • staff member requesting footage for a missing phone <p>Process (6 agencies had 6 comments):</p> <ul style="list-style-type: none"> • a serious incident occurred on the site that required investigation • do not have numbers, but all are referred to the RTI process • regular application within RTI • Right to Information (2 agencies) • RTI Section manages these applications <p>Public (5 agencies had 5 comments):</p> <ul style="list-style-type: none"> • civil disputes • for insurance claim - car accident • mother believed her husband had kidnapped their child (referred to police - no further action required) • official visitors • support person wanting footage of family meeting <p style="text-align: right;"><i>(contd)</i></p>
7.1b	If so, have you received requests from any of the following for access to camera surveillance footage? - An individual seeking footage of themselves
<i>contd</i>	<p>An individual or entity seeking footage of another individual <i>(contd)</i></p> <p>Other government agency accessing footage (4 agencies had 5 comments):</p>

	<ul style="list-style-type: none"> • as above, Govt Authority following up on criminal investigation • Crime and Mis-Conduct Commission • Ombudsman Office • Queensland Department of Agriculture and Fisheries • State and Federal agencies requesting CCTV image for criminal investigations <p>Legal representative (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> • legal representatives • legal representatives acting on behalf of a [individual] • solicitor via a "Summons of a Witness" • solicitors acting on behalf of client <p>Not categorised (7 agencies had 7 comments):</p> <ul style="list-style-type: none"> • advocacy groups acting on behalf of a [individual] • alleged car vandalism • for review of criminal activity or incidents - requires CE approval • insurance companies • investigating the potential theft of property • journalist • looking for a missing item later returned - request not granted, privacy reasons explained, individual was happy with outcome <p>Other</p> <p>Queensland Police Service accessing footage (44 agencies had 4 comments) For example:</p> <ul style="list-style-type: none"> • all requests for camera surveillance footage were made by the Queensland Police Service in relation to vandalism to [local government] property • law enforcement • mostly police requests • police for prosecuting others • police for the prosecution of an offender • police investigation • police- no result • police only requests • police requests as a result of a crime committed in the vicinity • police requests • police seeking footage following an incident in the area • QPS - average 2-3 times a month • QPS investigations • Queensland Police Services to investigate crimes on campus • Queensland Police Service / Queensland Police Service regarding Person of interest • Queensland Police Service for law enforcement activities • Queensland Police Service seeking footage of an intersection following a crash where conflicting versions of events have been received from drivers involved. • Queensland Police Service, requiring footage for evidence against individuals. • received one request from Queensland Police Service • request from Police for footage in relation to criminal and investigative matters • requested by police service • security and law enforcement • suspicious person noticed & requested by QPS • the Queensland Police Service, mentioned at Question 7.1a above <p>Staff accessing footage (8 agencies had 14 comments):</p> <ul style="list-style-type: none"> • (agency) HR Department (Internal Investigations) • agency review of an incident • centre management requesting footage of an incident • [senior officer] reviews • Ethical Standard matters • facility manager • incident reviews/investigations • internal • internal management • official visitor reviews • OH&S and HR request • staff • staff members seeking footage • team leaders and managers seeking access to view footage of incidents/interviews <p style="text-align: right;"><i>(contd)</i></p>
7.1b	If so, have you received requests from any of the following for access to camera surveillance footage? - An individual seeking footage of themselves
<i>contd</i>	<p>Other (contd)</p> <p>Other government agencies accessing footage (6 agencies had 9 comments):</p>

	<ul style="list-style-type: none"> • Australian Security Intelligence Organisation. • Government department requesting footage • OLGR (Office of Liquor and Gaming Regulation) • Ombudsman reviews • other agency • Queensland Ambulance Service (QAS) • Queensland Health Legal services, requiring footage for evidence against claims • State Government Security • Workcover Queensland <p>Vehicle incident/s (2 agencies had 4 comments) For example:</p> <ul style="list-style-type: none"> • boom gate [incident] • following motor vehicle damage in our car park <p>Not categorised (9 agencies had 11 comments):</p> <ul style="list-style-type: none"> • acts of aggression • all are managed through a documented release process • as a response to a notified security incident within a business facility • court matters • do not have numbers • individual seeking footage of alleged criminal activity involving their property/asset • media • media groups • school principal • thief • Traffic recordings to determine culprit causing property damage. Access denied.
7.2a	Do you have an administrative arrangement with any of the following entities concerning access to camera surveillance footage? -
	<p>Other government agencies, eg. the Queensland Police Service for law enforcement purposes</p> <p>Queensland Police Service (33 agencies had 33 comments) For example:</p> <ul style="list-style-type: none"> • A draft agreement has been prepared for the "Sharing of [agency type] Information to Assist Police Investigations Between Queensland Police Service and [agency]". To date the agreement has not been ratified. However, administrative systems and processes have been developed and implemented in liaison with Police in accordance with the provisions in the draft agreement, and as outlined in [agency types]'s Operational Framework and SOPs. • CCTV footage is made available to the police via an approved access process • [Agency type] has a MOU with QPS that is in the final stages of being signed off by both parties. Strict guidelines and procedures apply to the use and access to recorded CCTV footage. [Agency type] has an arrangement with QPS. • [Agency type] has an MOU with the Queensland Police in relation to the operation of its CCTV System and access to the recorded footage. • currently in negotiations with the Queensland Police Service for an MOU • MOU with Queensland Police • no particular administrative arrangement other than that they fill out our form which is designed for requests from law enforcement agencies • police provide written documentation of request for footage and reason for footage • police view footage after incidents • QLD Police. Formalising policy with respect to some access. • QPS for law enforcement purposes (3 agencies) • QPS only on provision of field receipt • Queensland Police Service – MOU • Queensland Police Service and other relevant Crime Enforcement Authority • Queensland Police Service for law enforcement related issues • request by Queensland Police is undertaken by case by case with required supporting documents • requests are in line with our requests for personal information relating to law enforcement as request are very infrequent and don't as yet warrant an MOU for frequent requests. • unofficial MOU with QPS • we provide CCTV footage on request in active current investigations relevant to [agency type] based crimes, and by written request for access to any other footage • we provide footage of incidents to police if requested • when requests are made by QPS, release of CCTV footage form is completed and signed by relevant officer <p style="text-align: right;"><i>(contd)</i></p>
7.2a	Do you have an administrative arrangement with any of the following entities concerning access to camera surveillance footage? -
<i>contd</i>	<p>Other government agencies, eg. the Queensland Police Service for law enforcement purposes</p> <p>Arrangements with other specific agencies (7 agencies had 13 comments). For example:</p> <ul style="list-style-type: none"> • [redacted] Department of Transport and Main Roads • [redacted]

	<ul style="list-style-type: none"> • MOU with Queensland Rail • Ombudsman office • [Agency office] RTI often consults particularly with Rail re the release of footage • State Government Security who manage the system for us. <p>Information on process (10 agencies had 10 comments):</p> <ul style="list-style-type: none"> • [agency] has Document 'Request For security Information (Photos/Recordings) which details procedures etc • a formal arrangement is yet to be implemented but will be in the future for marine incidents as part of their enforcement roles • all general requests must go via the [agency] Right to Information and Privacy Office using the prescribed application forms • CCTV Release Authority Form and MoU • established documentations is required and needs to be signed off by multiple parties • formal request • Memorandum of Understanding • Memorandum of Understanding is current and in place • MOU for provision of confidential information • Subject to an MoU specifying the circumstances of the release of footage and the conditions upon which it may be used. Limited to law enforcement purposes. <p>Not categorised (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> • agencies we share the system with • State & Federal Law enforcement agencies; an administrative process is in place for the request, download and release of all information. <p>Other organisations</p> <p>Not categorised (6 agencies had 7 comments). For example:</p> <ul style="list-style-type: none"> • Building Security Coordinator (BSC) • ditto ([Agency] has Document 'Request For security Information (Photos/Recordings) which details procedures etc.) • OLGR (Office of Liquor and Gaming Regulation) • Ombudsman • security providers for the purpose of footage retrieval from CCTV site locations via contractual arrangement • State Government Security
7.2b	Does this access occur according to a formal written agreement or in accordance with an established procedure? (If yes, please specify)
	<p>Not categorised (40 agencies had 43 comments):</p> <ul style="list-style-type: none"> • an information sharing agreement exists, and is currently being reviewed • as above ([Agency] has Document 'Request For security Information (Photos/Recordings) which details procedures etc.) • as above (CCTV footage is made available to the police via an approved access process) • as above [agency type] has a MOU with QPS that is in the final stages of being signed off by both parties. Strict guidelines and procedures apply to the use and access to recorded CCTV footage. [Agency type] has an arrangement with QPS) • as Above (MOU for provision of confidential information) • As above, in the absence of a formal ratified agreement, administrative systems and established procedures have been developed and implemented. Previous advice from QPS is that they will not sign an MoU or equivalent and therefore [agency type] operates under the provisions of the Information Privacy Act. [Agency type] adopts a cooperative approach in liaising with police in the interests of public safety. The alternative would be for police to subpoena records. • as per our policy • as per our procedure for releasing personal information in accordance with IPP 11 (1)(e) 1 or relevant IPP11 section • [senior officer] must sign off the Guidelines for the ethical use of the CCTV systems • CCTV Footage Investigation Request • current procedure with QPS - release of surveillance once required form is completed and signed by CE • established Procedure/s (4 agencies) • established procedure - request form for use by Queensland Police Service • Established procedure and agreement with Security Providers. A formal written agreement with the Queensland Police Service as part of the MOU discussions is currently taking place. <i>(contd)</i>
7.2b	Does this access occur according to a formal written agreement or in accordance with an established procedure? (If yes, please specify)
<i>contd</i>	<p>Not categorised: <i>(contd)</i></p> <ul style="list-style-type: none"> • established procedure that includes the lodging of written requests • [redacted] • formal correspondence required • formal Request • in accordance with established procedure • it can be both written and in accordance with the CCTV Procedure Policy as laid out by Queensland Health

	<ul style="list-style-type: none"> • MOU (2 agencies) • MOU in place • MOU supported by [agency type]'s CCTV Management Policy. • Mutual exchange of information agreements between QPS/[agency] at a state level. Established procedure and Legislation ([legislation]). A Queensland Police 'Field Property Receipt' is issued. • occurs IWA established procedures • policy agreed between agencies we share the system with • Policy. Also currently executing MOU with QLD Police. • procedure • Procedures and forms for access in place. QPS are provided with an application form which must be completed prior to attending site. • request by Queensland Police is undertaken by case by case with required supporting documents • request for CCTV footage form • request to receive information application to be completed, Recommended the approved prior to release • standard application form • [other agency] policies and procedures • Under a [specific strategy] document, MoUs are held with [three agencies]. These are under review and legal advice has been sought for a generic MoU (other government agencies) and Deed of Agreement (external stakeholders), with appendices to meet specific stakeholder needs. • under a Lease Agreement • we have a documented protocol that governs the release of recorded images for investigative - law enforcement purposes • written agreement and request form which must be completed and returned to [agency type] when requesting footage • written application on a dedicated application form and subject to procedures
7.2c	<p>Does your agency require requesting agencies to use a standardised request form to obtain camera surveillance footage? (If yes, please specify)</p>
	<p>Has form (21 agencies had 22 comments):</p> <ul style="list-style-type: none"> • [agency] Request Form and provision of a Field Property Receipt from requesting officer • a CCTV request for must be submitted specifying date, timeframe, location and reason for request including a reference • A Queensland Police 'Field Property Receipt' is issued. Both yes and no. Right to Information requests must be via an approved form. QPS are not required to use this process. • a self carbonating form is filled out by the requesting agency which highlights the requestors privacy responsibilities and also serves as a receipt for the [agency] CCTV images • Access to footage by Qld Police is spelt out in the MOU and [agency type] Policy. A separate form has been developed for other agencies requesting access to footage, however, no such requests have been received to date. • all Police requests are required to complete standard form to enable an assessment of the disclosure under IPP 11 • as above (Written application on a dedicated application form and subject to procedures) • CCTV footage request form • CCTV Release Authority Form • corporate form - see attached • Current form details applicant details, footage details and authorisation to be completed by CE only. This process is captured within the [agency type] Procedure for CCTV footage. • from must be authorised • letter or form requesting the information reason for the request information in accordance with IPP 11 (1)(e) 1 or relevant IPP11 section • people requesting footage must submit a form readily available on the [agency type] Website • request for CCTV footage form • request for recorded CCTV footage form • the form is part of the procedure • the forms requesting access for CCTV footage are part of the approved [agency] CCTV Policy and Code of Practice (management and operations of [agency] CCTV systems) • There is a standard form in use by police which must reference an official crime report number. There is no equivalent form for non-police requests, including other agencies, these are made through RTI application. • yes - An "Application for Public Space CCTV Footage by Law Enforcement Agency" form • Yes - Standard QH form. Notification for the Release of Security Controlled Information • yes. All requests are required to be accompanied with a "Request to Obtain CCTV Footage Form" (<i>contd</i>)
7.2c	<p>Does your agency require requesting agencies to use a standardised request form to obtain camera surveillance footage? (If yes, please specify)</p>
<i>contd</i>	<p>Not categorised (15 agencies had 15 comments):</p> <ul style="list-style-type: none"> • a written request is required; request form for use by Queensland Police Service • as above ([Agency] has Document 'Request For security Information (Photos/Recordings) which details procedures etc)

	<ul style="list-style-type: none"> • as above (CCTV footage is made available to the police via an approved access process) • CCTV - Request for View/Release Data under CCTV Program • DVR Footage Requests signed off by all parties involved. • email requests • email to [agency] District Solicitor • [redacted] • MOU (2 agencies) • QPS footage request forms and public is through the RTI application. I believe [agency type] does have such a process in place • request to receive information application to be completed, Recommended the approved prior to release • requests are lodged, tracked and audited electronically in our CRM system, by secured password • standing orders • yes
8.1a	Is your agency's camera surveillance system operated in part or fully by a private sector contractor? (If yes, please specify)
	<p>Not categorised (30 agencies had 41 comments naming 18 companies). For example:</p> <ul style="list-style-type: none"> • a private contractor operates cameras on four of [agency]'s sites, ancillary to its obligations to operate the sites on behalf of [agency] • agency contracted security firm • appointed External Security Contract Company • cameras are serviced/repared as required by [contractor] • [contractor] in [location] installs and undertakes maintenance of our security system in [location]. • [contractor] - Contracted to manage and operate the [facility] • [contractor] (Camera maintenance and repair) • [contractor] (maintenance and servicing only) • [contractor] (Principal Maintenance Services Contractor) maintains the system software and the preventative service maintenance and repair on the security equipment. This forms part of the Planned Maintenance Service Contract. The security system is operated (viewed and managed) by the onsite security provider, State Government Protective Security Services Officers. • [contractor] contracted security guards • [contractor] provides monitoring and data reporting services • [contractor] Security currently engaged under PSA00010 or [agency type]'s authorised person (licensed) • community office security systems are maintained by contractors through [contractor] • contracted Security Provider - Supply, Install & Maintain Electronic Security Systems • Contracted Security Provider. [contractor]. And troubleshooting assisted by external contractor. • external security company provides resource to monitor systems from control [agency type] rooms • full operated by security contractor / managed by [agency type] inhouse • in part with [contractor] • maintained onsite by [contractor] • maintenance by a private contractor- [contractor], Monitoring by SGS (State Government Security) • maintenance by local installer • [Location] - contract entered into prior to 2009. Please note that [agency] are looking at going to tender for all including the storage of the footage • operated by both [agency] and Contractor • outsourced to [contractor] • partly • preferred supplier contract arrangement for the installation, integration and maintenance of all camera systems • Some service centres have engaged independent contractors to provide installation and maintenance services, but in each case the service is operated by the service centre. We have not reported on any systems operated by the State Government Protective Security Service. • systems are not operated by private contractors, however, in regional offices a local contractor may be called in to carry out some work on the systems, as regional staff are not authorised to do so • The camera system is owned and operated & hosted by private sector contractor. The network is private layer 2 with hosted private layer 2 cloud services. • the system is maintained by a security firm • Two eight hour shifts each week (Friday and Saturday nights 8pm to 4am) and ad hoc for special public holidays and events as required. The contractor works from [agency type]'s on-site Security Monitoring Room - no off-site monitoring occurs. • Venue security provider. View images only, the security provider does not have control of the footage once recorded. (2 agencies)
9.1c	Is the camera footage passed outside Australia by any other means?
	<p>Access via internet. Beach cam - no private property. Footage of ocean.</p>
10.	Are there any other comments that you wish to make regarding camera surveillance use by your agency?
	[Agency] airport staff are currently in the process of undertaking a review of the entire CCTV system which will include but is not limited to the following: cameras and physical locations, control and maintenance of CCTV systems including

	<p>servers etc, review and development of relevant policies, procedures and training, system hierarchy and security of overall system.</p> <p>[Agency] is in the process of reviewing its privacy related policies and procedures to ensure that they are up to date, cover all use across the range of sites, and that relevant training is provided to all staff and contractors.</p> <p>[Agency]'s operations are spread over a large geographic area and include [description of agency facilities]. [Agency] also operates recreational facilities for use by the general public. The fixed cameras operated by [Agency] are used across its range of sites and assets.</p> <p>[Agency]'s camera systems are utilised for asset security monitoring and crime deterrents, but the bulk of the cameras are supporting operational process management. Some security cameras on site entry gates and asset boundaries may capture footage of external areas in the immediate proximity of our boundaries.</p> <p>[Office] has 7 cameras installed at Regional Office. The cameras are not functional and have not recorded any video footage for years. The [facility] at [location] (managed by [redacted]) has cameras for security.</p> <p>[redacted] Customer Service Centres are a pilot we have allowed agencies to manage and ensure compliance through their agency and current process.</p> <p>[Agency] does not own or operate any of the fixed cameras that are attached to the [agency type] leased premises. Department of Housing and Public Works (DHPW) is the lessee in terms of the legal relationship with the lessor or building owner. We pay an occupancy fee to DHPW. The fixed cameras are controlled by DHPW and operated by a [separate] security team. Requests for any recorded material are advised by appropriate authorities within the [agency type]. The [separate security team] has internal policies for operation and control of video surveillance equipment.</p> <p>Four (4) surveillance cameras are set up on the outdoor area of a conference centre purely as a security measure for outside furniture.</p> <p>A register of all the camera positions are available internally for staff and notices are in the vicinity of each camera. On the public website there is a general statement under Privacy, stating that the cameras are operating in our offices for security reasons and they are overwritten every 7-30 days depending on who installed the cameras. Contact details are also listed for any enquiries. Larger privacy notices are available in contact centre areas where customers are served. The detailed register is not available on the public register for security reasons. If information was to be transferred out of Australia it would be in accordance with Part 3 Section 33 of the IP Act.</p> <p>Above our own policy we rely on Queensland Health policy to provide any direction on items not identified by our agency in relation to administrative matters. Should such "unusual" requests be made we have a policy progression path, although the information provided must also adhere to the privacy constraints in the Mental Health Act 2000 and other legislative requirements.</p> <p>All requests from QPS are linked to a Qprime number. Requests from individual, the imagery is reviewed by security staff to answer question, imagery not released to individual. Teaching cameras are used to monitor performance of students in practical work only stored if a course requirement.</p> <p>Apart from fixed surveillance cameras within the [agency type] Store, we also have a few sensor activated cameras mounted outside access points to [agency type] buildings (usually on a timer to pick up movement from 7pm to 6am). These have been used to pass images of offenders to [location] Police where break-ins have occurred.</p> <p>Cameras capture license plate numbers and monitor entrance, pay stations and exits of car parks to enable customers who need assistance.</p> <p>Cameras which are only used for real time monitoring and do not record have not been included in the survey, as they do not involve the collection of personal information for inclusion in a document and therefore don't fall within the scope of the IPPs.</p> <p>CCTV Cameras are in use at two separate locations/facilities within the [agency].</p> <p>CCTV footage is held to observe public service counters at [agency] offices at [locations] for the protection of staff. Recordings are recorded over at various intervals between 15 and 30 days. Recordings of cameras within our [redacted] facilities are held for 90 days and recorded over.</p> <p>CCTV/fixed cameras have been installed for several years. Whilst formal policy may be deficient, access is restricted to Police / authorised persons. Other access would need to be made through RTI/Privacy process. Collection and storage of data largely ad hoc. Cameras used to monitor public areas (not [agency type] facilities) are subject of a formal policy and QLD Police have formalised access. Policy also have informal access to data captured by CCTV at [agency type] facilities.</p> <p>CCTV's usage is specifically addressed in our security policy and appropriate procedures are in place. We do not retain any footage beyond 30 days. All staff are appraised of policy and collection of imagery as part of their induction.</p> <p>[Agency type] currently has no operational cameras. Out of the original 4 cameras supplied [redacted], 3 cameras have been stolen and one damaged beyond repair during the recent [weather] event. [agency type] is presently considering its position regarding surveillance cameras, replacement and budget.</p> <p style="text-align: right;"><i>(contd)</i></p>
10.	Are there any other comments that you wish to make regarding camera surveillance use by your agency?
<i>contd</i>	<p>[Agency type] has a number of Policies and procedures in place that govern the [agency type] Building/Depots and particular policy for the [strategy] Surveillance.</p> <p>From RTI perspective some of the questions I am unable to address</p> <p>No footage only still images are captured. No written contract [agency type] pays a monthly plan payment.</p> <p>Our camera surveillance is a live feed only and is not recorded or stored. When Reception is not manned, and the door rings the feed will appear on 2 phones (which cannot be seen by the public) and then disappear when the door has been answered. We are currently in the process of ordering a sign advising people who are in the reception area that there is a camera, which is a live feed only.</p>

	<p>Our CCTV system is operated solely by the Security Section under very strict policies and procedures. Only three senior officers have the ability to save CCTV footage and then only with authorisation by a [Facilities Management Manager]. All footage is stored on average for two to three weeks with new footage overwriting older footage automatically.</p> <p>Our facility uses only close circuit camera surveillance. Access to view the live footage is restricted to nurse on duty, facility manager and snr admin officer. There is no dedicated security personal on site. Security vision are monitored randomly as required or requested by the facility manager through the snr admin officer. Any pre recorded footage will be accessed as requested by facility manager or the Police. At present time there has been no request of a copy of vision to be taken off site to be viewed by any law enforcement authority.</p> <p>Police are required to provide proof of identity, and a Field Property Receipt on collection of CCTV footage. [Agency type] issues a Section 95(3) Certificate where the matter is to proceed to court, thus addressing full chain of evidence and validating that the footage has been provided for legitimate police business.</p> <p>Since The Information Commissioner presented the report titled "Review of camera surveillance used by Queensland government agencies and Information Privacy, and compliance with the privacy principles in the Information Privacy Act 2009 (Qld)" to the Queensland Legislative Assembly in 2012, this [agency type] has adopted it's first Community Safety and CCTV in Public Spaces Strategic Policies. The fifteen recommendations made by the Information Commissioner in 2015 have been considered by this [agency type], with actions currently being undertaken or planned to ensure [agency type]s CCTV systems are managed in accordance with the privacy principles in the Information Privacy Act 2009 (Qld). [Agency type] is currently undertaking a thorough audit of it's CCTV cameras in public spaces to assist in identifying the location (GPS Coordinates for mapping), intended purpose, state of repair, signage, maintenance requirements, footage quality and monitoring/recording details. It is expected this audit will be complete by May 2015.</p> <p>Software maintained by [contractor]. Retention and disposal and footage controlled by [Agency] and only accessible by limited staff and under lock and key and password protected. Anyone wanting to view footage has to provide a request for information through the correct channels.</p> <p>The [agency] and [another agency] co-locate in the [business centre] and share [redacted] information in the management of the [redacted] including vision of the CCTV [redacted] cameras. Within this arrangement rather than create separate or individual policies and procedures for the respective agencies assets the City have defaulted to the policies and procedures developed by [the other agency].</p> <p>The [agency] does not own or operate any of the fixed cameras that are attached to the [agency type]'s leased premises. The Department of Housing and Public Works (DHPW) is the lessee in terms of the legal relationship with the lessor or building owner. We pay an occupancy fee to DHPW. The fixed cameras are controlled by DHPW and operated by a security team [redacted]. Requests for any recorded material are advised by appropriate authorities within the Department. The [security team] has internal policies for operation and control of video surveillance equipment. [redacted]</p> <p>The [Agency] does not own or operate any of the fixed cameras that are attached to the [agency type]'s leased premises. Department of Housing and Public Works (DHPW) is the lessee in terms of the legal relationship with the lessor or building owner. We pay an occupancy fee to DHPW. The fixed cameras are controlled by DHPW and operated by a security team [redacted]. The [security team] has internal policies for operation and control of video surveillance equipment.</p> <p>The [facility], [location] covers a large area, has 3 external car parks and 2 basement levels of parking, 3 separate entry/exit boom gates. A CCTV Policy is currently in "Draft" form and yet to be completed.</p> <p>The camera monitoring was placed within the [location] Police Station as they already have a Camera surveillance system so [agency type] tapped in with them. The [agency type] do not require the footage form the cameras they were implemented and installed due to the high crime spree that was happening at the time.</p> <p>The cameras are used for security purposes and access is available only to security staff and their manager.</p> <p>The cameras installed give external surveillance for [agency] property. There are no internal cameras for [agency].</p> <p>The CCTV images are stored on dedicated servers on campus for 14 days before being written over. Images are not transferred outside of Australia.</p> <p>The Community needs more for crime control but [agency type] cannot afford more to control crime and protect its assets.</p> <p>The existing contract is for CCTV Monitoring Services only. Personnel are not required to undertake administrative functions such as the retention or dispose of footage, which is an internal [agency type] administrative process.</p> <p>The Fixed Camera Surveillance is done at lower resolution and from distance. The identification of individual is near impossible. 3 of the 4 cameras are only 640 x 480 at 0.5k-1km away. 1 camera is 720p (1280x720) but is still 0.5-1km away from targeted [vehicles]. The main purpose of the cameras is to monitor the [vehicles] and speed (safety camera network). Also to record any incidents [involving vehicles].</p> <p>The monitoring system at this Office does not have the capacity to be stored or downloaded. This means our monitors are surveilling real time events only and are used purely for the safety and security of staff when interviewing [individuals]. Our footage is not able to be shared with internal or external entities.</p> <p style="text-align: right;"><i>(contd)</i></p>
10.	Are there any other comments that you wish to make regarding camera surveillance use by your agency?
<i>contd</i>	<p>The only camera data that is available on the internet is the live-stream of the [location] Dam wall, which is published on [Agency]'s website.</p> <p>The system is internal to maintain security of the building and staff. The system records, however the records are only keep for 7 days. If we have any issues we need to check the recording and save the section with the incident or event.</p> <p>The use and access to [agency type]s CCTV system and CCTV stored footage is monitored closely by [agency type]s authorised persons. Access is restricted to authorised persons and all access requires approved and authorised log</p>

	<p>on. We have no site specific procedures that directly relate to the privacy issues of the CCTC system, but we are aware of TCC general procedures.</p> <p>The use of CCTV'S has significantly reduced Crime in the areas where they are in operation.</p> <p>There are 5 cameras located in public access corridors; 2 cameras in each of the public access meeting rooms; and 1 camera in the locked Server Room. None of the cameras have sound capability.</p> <p>This is a low cost system that monitors movement of persons to the [redacted] office [location]</p> <p>This organisation adheres to the IP Act and CCTV guidelines for the management and administration of CCTV systems. System administrators are authorised and all CCTV related enquires or requests are directed to Administrators. CCTV systems where an amalgamation of inherited legacy systems. Organisation currently in process of consolidating CCTV systems onto an enterprise platform, the use of which will be covered in policy and procedural documents not yet drafted.</p> <p>Very minimal use of the data. The cameras are located in a park that has had some history of graffiti and vandalism.</p> <p>We are [description of facility]; the use of CCTV systems is part of daily activities. Without CCTV the [facility] could not operate effectively or safely. Protocols and restrictions on the use of cameras; and taking footage and sharing that footage is covered generally under the Code Of Conduct.</p> <p>We have had camera surveillance in our facility for 20 years. At no time in my knowledge has anybody made a request for footage.</p> <p>We operate supermarkets in remote indigenous communities within Qld - CCTV is considered an industry standard within supermarkets.</p> <p>Within [agency type] we have several sections that manage their own CCTV in public places. Until recently these sections were not aware of their obligations. [Agency type] has recently undertaken a review of [agency type]'s CCTV installations with a view to ensuring their compliance.</p> <p>Yes - The system is inspected, recorded downloads are signed off by both [agency] and QPS. The system is secured within the Police Station.</p>
<p>Note: Some agencies provided additional information regarding previous questions where an applicable comment facility was not available.</p>	
<p>10.</p>	<p>Are there any other comments that you wish to make regarding camera surveillance use by your agency?</p>
	<p>Q1.2a Total Number of Networked cameras: Currently we have ([number]) networked cameras which can be viewed or controlled from [agency type]'s Camera Control, please be aware that Knowledge management is currently in the process of upgrading and bringing over a number of standalone cameras (currently recording on site onto DVR) onto [agency type] network.</p> <p>Q1.2a Also we have stage one of the new Boating Precinct with ([number]) cameras to be networked, plus ([number]) cameras from the new [project name] project to be networked within the next couple of months.</p> <p>In respect of 2.1 Ensuring that any fixed camera surveillance footage transferred overseas, for example placed on the internet or stored with an overseas cloud services, is done within a clear legislative authority - the Office has answered no as this is not applicable as we do not transfer footage overseas or store information in the cloud. The policy does not include a statement wherein this is not to occur.</p> <p>Q2.1 Data Security - However only saved on QLD Health Server.</p> <p>3.2 Answers:</p> <ul style="list-style-type: none"> • Scientific research and innovative practice. • The system was first installed at the previous [location] premises of [agency]. This building had no onsite government security and people could walk into the building off the street. Access cards were needed to enter the office areas, but the building foyer had no security. The system was installed for staff safety. The security system was moved when Client Services (HR&Mail) moved to the [location] in 2013. <p>Q4.3 All information is provided on [agency type]'s website. Link is also provided to RTI process as wekks as a download function where public can access an application.</p> <p>Q4.3 No. Only made available for QPS of Internal Investigation and approved by a single executive officer.</p> <p>Q5.1 Information is stored on [agency type] owned and maintained data servers which are located at [agency] [location].</p> <p>Q5.2 All footage access is password protected and access is granted only to Authorised persons.</p> <p>The secondary issue in 6.1a is to obtain footage in relation to misappropriation investigations.</p> <p>Our answers to question 8 relate to our outsourced maintenance contractor. The data is stored with the contractor described in our answers to question 5. The data contractor is bound by security requirements, the privacy principles, etc.</p>
<p>11.1c</p>	<p>Please specify the other areas in which cameras are used for the purpose of monitoring.</p>
	<p>Illegal dumping (8 agencies had 8 comments):</p> <ul style="list-style-type: none"> • A vehicle camera is being acquired as a trial to support the capture of evidence on litter from vehicle vehicle infringement notices. The camera (borrowed from [area of agency], [agency]), was placed along a road (unsealed) to monitor heavy vehicle movements). • dumping of rubbish • identified litter zones • illegal dumping hot spot surveillance

	<ul style="list-style-type: none"> • illegal dumping hotspots and sometimes at facilities (transfer stations and landfill) • illegal rubbish • the identification/prosecution of offenders illegally dumping waste • to monitor isolated criminal activity such as illegal dumping <p>Compliance activities (5 agencies had 5 comments):</p> <ul style="list-style-type: none"> • 1 body worn camera is used by [agency type]'s local law officer (only implemented in April 2015) • body-worn cameras (Go-Pro) are used by compliance officers as part of their investigation work • Compliance Unit still in training for the covert surveillance at present. The footage to be only used for the one purpose of investigating breaches of legislative requirements for [activity] (unless required by another law) eg. [redacted] • local law officer vehicle and body mounted cameras for safety and training purposes • staff in enforcement areas also use personal digital recording devices use in conjunction with aggression management strategies <p>Vandalism and graffiti (2 agencies had 2 comments):</p> <ul style="list-style-type: none"> • graffiti and vandalism of parks and facilities • vandalism and graffiti hot spots <p>Other uses (15 agencies had 32 comments):</p> <ul style="list-style-type: none"> • [agency] wildlife and pest animal monitoring and compliance • [Agency] uses mobile cameras on manned and unmanned Aerial Appliances for evaluation of [Agency] activates to provide real-time situational awareness about an incident. The [Agency] does not own this capability it is used on a contract basis when required. • also video conferencing camera to facilitate legal representation between legal counsel and prisoners, for Tribunals and for Law Courts • around area's where traffic infringements are common (ie. Hooning) to target problem behaviours • breach Hearings • Cameras to monitor boat traffic and speed. These are not speed cameras because the environment but do take footage if the boat is believed to be travelling above a nominal speed. • forward facing cameras in escort vehicles for complaint management, accident review and driver management • hand held video cameras for recording staff and prisoner interaction and incident management • illegal camping • near parkland entries • parks & Environment, Health & Regulatory and Waste Areas for enforcement surveillance • personal protection for parking inspectors • pest management purposes • prisoner cells within Escort Vehicles • rearward facing cameras in escort vehicles for safety • security Incidents • some Tactical Response exercises • Staff in regulatory services and maintenance areas are issued with mobile devices such as iPhones and iPads which are equipped with cameras. The number is constantly increasing. • temporary remote camps • the [agency] also has a Mobile Camera situated on the Command and Control Vehicle in Brisbane that enables real time streaming of video footage of an incident • the Maximum Security Unit staff were body worn cameras for all interactions with prisoners • The mobile cameras are installed temporarily upon request at public events where community safety is identified as a priority. For example at our annual rodeo, a mobile camera is installed to monitor the park which is used as a carpark and camping ground. • theft of fuel from [agency type] assets • thermal Cameras for fire fighting, no recording • these are sensor activated cameras mounted on posts etc outside [agency type] admin buildings (usually aimed at access points into the building) • to monitor hotspots where deviant behaviour is becoming prevalent • to temporarily replace cameras that have gone into fault • traffic management • training • unauthorised vegetation removal • vehicle mounted cameras: Waste Management Trucks: for the identification of bin collection services performed and waste type collected (eg non hazardous material) • water and Sewerage sites - Water Towers and Treatment Plants <p style="text-align: right;"><i>(contd)</i></p>
11.1c	Please specify the other areas in which cameras are used for the purpose of monitoring.
<i>contd</i>	<p>Not categorised (7 agencies had 7 comments):</p> <ul style="list-style-type: none"> • 8 mobile trail cameras are used • can be used anywhere within the [agency] • fixed cameras only • nil for monitoring purposes only • the cameras are used to capture data

	<ul style="list-style-type: none"> • these capabilities are not use for the surveillance of people
11.1d	<p>What does your agency use mobile cameras for? - Other</p> <p>Monitoring animals (5 agencies had 5 comments):</p> <ul style="list-style-type: none"> • are hired to Land Owners for Wild Dogs Programme • feral animal management • feral animal monitoring • research and monitoring (wildlife populations - in particular threatened species and seabirds and pest animals including bait uptake) • wildlife management including but not limited to monitoring crocodile traps and crocodile activity. <p>Training (4 agencies had 4 comments):</p> <ul style="list-style-type: none"> • training (3 agencies) • Training for candidates enrolled in the officer Development Program and [redacted] Program. Candidates will wear a camera to capture audio visual footage of what they are looking at and saying during training exercises. <p>Not categorised (17 agencies had 34 comments):</p> <ul style="list-style-type: none"> • accident review • allow real time intervention in prisoner behavioural matters • allow scrutiny of our processes by Authorised inspectors • also providing live vision for public to check conditions before leaving • complaint management • develop improved processes • driver management • fixed video camera to record Breaches of Discipline Hearings • for law enforcement purposes relating to compliance investigations in relation to building work (Covert surveillance) • hand-held video camera to respond to planned incidents and/or where Use of Force is required • hotspot placement where these are no networked cameras • illegal dumping • internal HR investigations eg allegations of excessive force etc • investigation and enforcement of legislation including local laws • local law enforcement • our Land & Sea rangers also use these cameras to monitor crocodile nests etc out on country • protection from vexatious or frivolous complaints against security staff • record breach of discipline hearings and reviews • record High Risk prisoner interaction that could result in a Use of Force incident • records of work undertaken, circumstances around infringements or circumstances that could lead to infringements, and circumstances which could lead to instances of aggression • research and investigation to see if enforcement action should be taken • the [agency] also has a Mobile Camera situated on the Command and Control Vehicle in Brisbane that enables real time streaming of video footage of an incident • The [agency] uses mobile cameras on manned and unmanned Aerial Appliances for evaluation of [agency] activates to provide real-time situational awareness about an incident. The [agency] does not own this capability it is used on a contract basis when required. • these capabilities are not use for the surveillance of people • to establish need for permanent CCTV cameras and refine the design and configuration of future CCTV installation projects
12	<p>Are there any comments that you would like to make about this survey?</p>
<i>contd</i>	<p>[Agency section] does not operate any CCTV camera's however there are CCTV camera's located in the Front Public Counter and [redacted] Counter in our building ([location], Brisbane). The [agency section] CCTV camera's are controlled and operated by the security staff at the Executive Annex, 88 George Street.</p> <p>[Agency] does not own or operate any of the fixed cameras that are attached to the [agency type]'s leased premises. Department of Housing and Public Works is the lessee in terms of the legal relationship with the lessor or building owner. [Agency] pays a occupancy fee to Department of Housing and Public Works. The fixed cameras are controlled by the Department of Housing and Public Works and operated by a security team working for the Public Safety Business Agency. Requests for any recorded material are advised by appropriate authorities within the Department of Health. Public Safety Business Agency has internal policies for operation and control of video surveillance equipment. The fixed cameras operate within the leased buildings only, not accessible by general members of the public.</p> <p style="text-align: right;"><i>(contd)</i></p>
12	<p>Are there any comments that you would like to make about this survey?</p>
<i>contd</i>	<p>[Agency] does not own or operate CCTV cameras. The Body Corporate for [location] owns and operates the CCTV cameras in the common areas of the building, i.e. the foyer, car parks and the entrance. The following notice appears at the entrance to the lifts where there are cameras: "The Proprietors of [location] CCTV Privacy Notice These premises are protected by Closed Circuit Television (CCTV) The Proprietors of [location] use CCTV systems, which it monitors and records, for the purpose of providing a safe and secure work environment for staff and visitors to [location] as well as members of the general public. Should an incident occur, the recordings may be provided as evidence for law enforcement authorities such as police to assist with investigations or enquiries. It may also be used to investigate</p>

	<p>allegations of serious misconduct by staff. For further information, please contact Facilities Manager, on [phone number]. Further details about the [agency]'s Privacy Statement, Plan and Code of Practice and the collection of personal information may be found on the [agency]'s website, [website]." The [agency] also have information about CCTV surveillance for [location] on its privacy statement on the website and the doors to [location] have a sticker advising that the area is under 24 hours video surveillance.</p> <p>[Agency] has not responded to the questions in 11 as they were optional and a review is yet to be conducted on those mobile cameras</p> <p>[Agency] is the [description of agency]. Our [functions]. During the [function] and [function] we may outsource surveillance to a provider if required. Depending on the scope of the referral still photographs and / or video footage may be obtained and submitted with the report from the provider.</p> <p>[Area] relies on the security surveillance cameras operated by the State Government Security officers in the [locations]. [location] office has 1 body worn pocket voice record / video recorder worn on a compliance officer during compliance site inspections. This camera is currently not in use.</p> <p>All visual recording devices being used for the capture of wildlife related information have the audio function disabled.</p> <p>Although you state that if all the data is to hand, the survey takes about 10 minutes to complete, for a [agency type] like this one with service centres across the state, obtaining, collating and quality assuring the data is in itself a huge task involving staff across 49 independently managed service centres performing multiple functions.</p> <p>[Agency type] has varying level of compliance. Whilst ad hoc, collection (not all subject to formal policy / collection statement) external access to data is restricted. Storage of data is not centralised and internal access is not well regulated.</p> <p>[Agency type] is currently reviewing process and policies regarding mobile cameras as it was recently found that their was a lacking in staff understanding around the use of Mobile CCTV units. A draft Policy has been developed and is going through final check before approval.</p> <p>Currently this office holds 4 trail-cams in [location] and 4 in [location], none of which are currently in operation. These cameras will be used to monitor crocodile traps in the near future and send alerts to staff members when motion is detected indicating an animal has been caught.</p> <p>From the OIC Compliance Audit a recommendation was formed: Within six months, ensure the requirements of the privacy principles and the IP Act are incorporated in the management of [agency]'s CCTV by:</p> <ul style="list-style-type: none"> - publishing approved policy and procedures that address the privacy considerations of using CCTV - reviewing the provision of information privacy notices to the community about [Agency]'s CCTV surveillance program; and - investigating the usefulness of video redaction software to maximise appropriate release of CCTV footage. <p>[Agency] is now focussing on ensuring the above is complete; policy and procedures are endorsed and information privacy notices (CCTV signs) are now installed within all facilities.</p> <p>Images taken on cameras are filed and used only for the purpose of compliance and investigation and these cameras are not currently in use. The cameras are activated by movement and take an image/s of the 'thing' that has triggered the camera.</p> <p>Inquiries made with [agency area] indicate they could only respond to 1, 11 and 12 and their response would be NO. I understand that this survey is not directed towards [other agencies].</p> <p>Local policies held with [agency areas] I have responded only to [agency] dedicated equipment to the best of our knowledge within the RTI group as indicated I have not included [other specified] cameras.</p> <p>Not really. We even have difficulty this information through other agencies monitoring this equipment. In [location] at any time at least half the camera don't work or in process of being fixed - information from QPS</p> <p>Please note that the Office of the Director-General has a monitor which receives images from surveillance cameras of common areas from level [number] of the [location] Building. The Director of the [Agency] Facilities Services Branch has advised that these images are received via cameras that are the responsibility of Ministerial Services and not [Agency]. The Office of the DG does not normally seek to access the footage from these cameras.</p> <p>The [redacted] Branch has four fixed cameras (on [location]) that are used for training purposes only. People attending Mediation Skills Training sign a form giving their consent to be recorded when they are participating in mediation role plays as part of their training. The cameras are not turned on for any other reason.</p> <p>The agency is currently trailing the use of body cameras, operating policy and procedures are yet to be developed and implemented.</p> <p>The availability of relevant draft policy and procedure should [agency type] consider continued use of surveillance cameras viable would be of benefit and provide consistency</p> <p>The [agency type] is conducting a trial for the use of UAVs, however this has not yet commenced.</p> <p>The use of mobile cameras for covert and overt compliance and investigation is detailed in the Procedural Guide 'Covert and overt recording in Enforcement Services'. (contd)</p>
12	Are there any comments that you would like to make about this survey?
contd	<p>The primary use for mobile cameras is for wildlife management, including but not restricted to, the monitoring of crocodiles and crocodile management activities, the monitoring of activities in a specific area relating to wildlife interaction.</p> <p>There are 7 cameras based in the [location] office. Currently there are only 2 in active use. The cameras to date have only been used to monitor crocodile traps and crocodile activity in the [location] River at [location]. They have not been used for compliance activity. In the 2013-2014 period the maximum number of cameras actively deployed at one time</p>

	<p>was 5. There is no set time regime/frequency for the use of these cameras. They are deployed on an as needs basis when there is a trap set that requires monitoring and can stay in the field for any length of time.</p> <p>The format and layout could be made more visually user friendly.</p> <p>The responses provided in this survey relate only to [facility] Hospital in [location] and not to any other Queensland Health entity.</p> <p>The survey would not appear to take into account operations where there is no CCTV operator in place manning the system.</p> <p>These cameras are transmitted to the public to view over the internet so technically are not CCTV as they are broadcast television which is openly transmitted. But in case of emergency, disaster or incidents the camera on control will cut the vision to the public. This is outlined in the camera operating protocols.</p> <p>This survey relates to camera surveillance arrangements in place on the [location] Hospital campus.</p> <p>Under section 662 of the Legal Profession Act, the [other agency] provides administrative including secretariat support to the Board. Therefore the Board does not have an 'office' or staff, these being provided and administered by the [other agency].</p> <p>Various process followed by differing areas / locations. Signs generally in place. Access requirements generally denoted to individuals other than through Privacy / RTI mechanism. QLD Policy largely unfettered access.</p> <p>Whilst we have CCTV on site it is monitored by MSS and there are no CCTV located near the [location] Community health Facility.</p> <p>Yes - the use of mobile cameras in the Local Laws area and for illegal dumping have both been announced to the public through media articles</p>
<p>Note: Some agencies provided additional information regarding previous questions where an applicable comment facility was not available.</p>	
<p>12</p>	<p>Are there any comments that you would like to make about this survey?</p>
	<p>11.1e yes (our overt/covert recording policy).</p> <p>11.1f No, as the majority of our cameras are used by Tech Services (Ecological Assessments)are used on [location] which is NOT accessible to the public.</p> <p>In relation to 11.1 (e) and 11.1 (f) - The use of mobile CCTV equipment is enforced by the same Privacy principles as [Agency type]s networked CCTV system. However, mobile trailers are sign posted with warning signs that CCTV cameras are in use. This signage is the same used /applied to [agency type]s networked cameras in public spaces. Camera footage is used to gather evidence of unauthorised access and may be used to support local law action or prosecution.</p> <p>11.1 [Agency type]'s mobile CCTV trailers are currently not viewed live by the CCTV monitoring room. They have the capability to be viewed via the Telstra Next G network, however this option is not utilised. In non-public access areas to monitor unauthorised access, feral animal behaviour etc</p>