



CODE OF PRACTICE

CLOSED CIRCUIT TELEVISION (CCTV)

UNION HOUSE

CCTV Code of Practice

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1. Introduction

The purpose of security at Union House is to provide staff, students, tenants and visitors with a safe environment in which they can work and study

The provision and use of Closed-Circuit Television (CCTV) supports the maintenance of this secure environment by ensuring an appropriate level of surveillance of staff, students, tenants and visitors to the building. It also provides enhanced capability to protect MU Student Union Ltd assets against vandalism and theft. The visual presence of CCTV cameras provides a strong deterrence against crime, and will often serve to reduce the fear of crime and reassure users of Union House

This Code of Practice details the way that the CCTV system will operate in providing that security, whilst ensuring that the privacy of individuals is protected in accordance with MU Student Union Ltd "*Privacy Policy*" (available at www.union.unimelb.edu.au) and applicable legislation.

2. Definitions

The following terms will have the following meanings in this policy:

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| 2.1.1 "Code" | means this Code of Practice |
| 2.1.2 "Control Room Operator" | means University Security Personnel responsible for the operation of the University security control room |
| 2.1.3 "University Security Personnel" | means staff employed or contracted by the University to perform security and traffic control functions |
| 2.1.4 "Union House Security Personnel" | means staff and contractors employed by MU Student Union Ltd to perform security functions |
| 2.1.5 "Union House Premises" | means building 130 University of Melbourne and North Court |

3. CCTV Purpose and Use

Closed-Circuit Television operates through the use of dedicated cameras to transmit a video image to a specific set of monitors and secondary devices. Access to the images shown on these monitors is available to authorized persons from MU Student Union Ltd and the University who use the material for one of the following security purposes:

1. To prevent, deter and detect crime
2. The monitoring of entry to buildings as a part of building access control systems
3. The monitoring of foot traffic
4. The provision of visual coverage to the management of emergencies

Access to the CCTV recorded footage is limited to certain MU Student Union Ltd and University staff, authorized Police and Security Personnel with a legitimate reason to view and/or otherwise use the captured footage, including the provision of evidence in support of prosecution of criminal or illegal behaviour.

Authorisation to review any footage will be given to relevant parties on a case by case basis which will be determined at the discretion of the Facilities Manager. In the instance, footage is required to be viewed in an area where a MU Student Union Ltd staff member may be undertaking the operations of their role, the Human Resource Manager will be consulted.

Any use of this system or material produced which is frivolous, or for private purposes, or is otherwise inconsistent with the purpose and procedures outlined within this Code will be considered gross misconduct, and disciplinary action will be taken against anyone in breach of this Code.

Appropriate signage must be in place to notify all persons entering Union House that CCTV cameras are in use, and accordingly that they may be filmed during their visit. The wording of this signage is to be as follows:

SECURITY CAMERAS IN OPERATION IN THIS AREA – Information on your rights under privacy legislation and MU Student Union Ltd’s privacy policy may be accessed at the following URL: <http://www.union.unimelb.edu.au>

In general, installation of CCTV cameras in Union House will be limited to public places such as entrances, hallways and MU Student Union Ltd run retail outlets as outlined in the *CCTV Location and Standards Document*. In accordance with applicable legislation, cameras will not be used to capture or view private activities unless clear and obvious signage is placed within the area in which the activities take place. Cameras will not be installed in private areas such as toilets or change rooms.

4. Management Responsibility

MU Student Union Ltd Building Services Department has the responsibility for the ongoing management of the CCTV system. The Manager is charged with:

1. Controlling the operation of the CCTV system to ensure that it is within the requirements of Government legislation and University and MU Student Union Ltd statutes and policies;
2. Providing advice on the location of and utility of cameras and storage mediums; and
3. Supporting the maintenance and upgrade of the cameras where necessary

A regular review program will also be undertaken to ensure that existing cameras are situated in the most appropriate locations, and are correctly installed so as to ensure the most effective coverage.

This review will also assess the effectiveness of the coverage provided by the network, and make recommendations to the department Manager for any further improvement of its capabilities.

5. Linkage with other Security Matters

The operation of the CCTV cameras is governed by legislation at both the State and Commonwealth level. Accordingly all Building Services and Security personnel will be briefed on and operate within the provisions of the *Surveillance Devices Act 1999 (Victoria)* and the *Information Privacy Act 2000 (Victoria)*.

New Building Supervisors and Security personnel are to be provided with instructions regarding legal issues surrounding the use of CCTV, prior to their commencement of duties. This will be supported by periodic refresher sessions to reinforce the importance of appropriate usage of the CCTV system.

6. Physical System Details

The CCTV system consists of a number of cameras situated in obvious locations within Union House. Where appropriate, the cameras will continuously record activities occurring in their field of vision, and their content is usually networked with others to provide a range of observations. The Building Supervisors office provides the capability for centralized monitoring of live and recorded footage from the network when required.

Continuous monitoring of the CCTV system is not necessary within the University environment. Captured footage that has been recorded on the CCTV system will be used only where necessary. In some instances, such as in a response to a notified

incident, live output from cameras may be monitored to assist in the dispatch of appropriate support.

The technical requirements for the purpose of any network capable cameras, and their proper distribution to ensure best coverage are contained in the *CCTV Location and Standards* document.

Tenants choosing to purchase and install more CCTV cameras of their own accord must comply with this Code and ensure that the capability of the cameras and recording systems conforms to the minimum standards.

The tenants shall also seek specific advice on the most appropriate placement of such cameras from the Building Services Department. The final location and technical capability of all cameras in the building must be notified to the department Manager.

Dummy cameras will not be used in Union House, and any camera which fails to operate is to be restored to active use as a matter of urgency, or else replaced.

CCTV digital recordings must be stored for a minimum of 30 days, to ensure that selected footage is available for use as evidentiary material. The storage will be in a physically secure area accessible only by authorized MU Student Union Ltd staff.

A storage area register of all recordings made, and of any access made to those recordings by MU Student Union Ltd staff, University staff, contractors, police or other emergency services personnel, will be maintained.

Melbourne University Security have remote access to the system and are governed by this Code and the *Closed Circuit Television (CCTV) Code of Practice at the University of Melbourne*.

7. Operating Staff Rules

All persons involved in the operation of the CCTV system are required to exercise care to ensure appropriate viewing of cameras and to prevent improper disclosure of the recorded material

Security personnel and Building Supervisors are authorized by MU Student Union Ltd to enforce the various statutes and regulations enacted by the State and Commonwealth Governments and to control and regulate behaviour in the building. All security and building personnel will be briefed on the requirements of this Code, along with details of MU Student Union Ltd's Privacy Policy, and advised that disciplinary procedures will apply in the event of any inappropriate actions.

The Building Supervisors office is staffed during building opening hours and are equipped with a licensed radio system linked with MU Student Union Ltd security and Building Supervisors. After hours monitoring of the alarm activation is through the University Control Room which is staffed 24-hours a day.

In the case of CCTV cameras which have been purchased and installed by a tenant of its own accord, anywhere live viewing via a monitor is made available to staff in those areas for the purpose of monitoring tenancy access and activities, the relevant tenant responsible for such CCTV capability must ensure that the system is not misused by its staff.

8. Changes

Where building refurbishments are made to Union House an assessment of the CCTV coverage in the new area must be made by the Building Services Department Manager to ensure that coverage complies with this code.

Decisions to extend the current CCTV system or its purpose are the sole responsibility of the CEO (MU Student Union Ltd). Any changes to this Code are required to be publicly notified to the Union House community

9. Compliance

Compliance with this Code and associated guidelines and other documents by MUSUL personnel and University Security staff will be subject to audit. A periodic audit of CCTV cameras and of access made to recordings will be undertaken by an independent person appointed by the CEO (MU Student Union Ltd). Results of the audit will be provided to the CEO (MU Student Union Ltd) and a report of the audit will be presented to the MU Student Union Ltd Senior Management Team.

10. Complaints

Complaints by students, staff, tenants or members of the public regarding the use of the CCTV system in Union House should be made in writing to MU Student Union Ltd's Human Resources Manager. Comments, suggestions or any feedback regarding the content and operation of this Code should be made to the MU Student Union Ltd's Facilities Manager.