



DEFINITIONS

CCTV system: A surveillance system including cameras, monitors and recording equipment installed around the property. The CCTV system also includes signage erected around the property.

Image retention period: The system only records when motion is detected and automatically overwrites the oldest footage once available storage is full. This process usually means recordings are kept for a period of around one month depending on the amount of motion.

CCTV operating procedures: Procedures used by Building Management (BM) to operate the CCTV system and the Owners Corporation (OC) Management to review Incidents.

Passive monitoring: When the CCTV monitor in the BM's office is intermittently viewed by Building Management.

Retrospective review: When CCTV images/files are reviewed after an Incident.

Stakeholders: Owners and Occupiers at the property, OC Management, and law enforcement personnel performing authorised functions.

Video register: A Register that contains information on recorded Incidents including any duplication and circulation of recorded images or CCTV files.

Incident: A suspected crime or breach of Owners Corporation official Rules¹.

GUIDELINES

Purpose: The purpose of this policy is to protect the OC's physical assets, enhance the safety and enjoyment of Willsmere by residents and visitors, assist in the investigation of Incidents, and ensure stakeholders understand approved practices in the management of the CCTV system and recorded images/files. Cameras will only be installed in and focused on Common Areas and will not be used to impinge on a private activity, or an individual's reasonable expectation of privacy.

Policy: CCTV systems under OC management are consistently managed in accordance with best practice and align with legislative requirements and guidance for the protection of privacy.

Responsibility: The BM is responsible for the operation of the CCTV System, and OC Management is responsible for this policy.

Review: This policy should be reviewed if there are major changes to applicable standards and legislation, as well as ongoing changes in Building Management personnel. It is advisable that each newly elected OC Committee of Management adopts this policy to ensure awareness and enforcement.

The property's CCTV system does not work in isolation and is used as part of a range of strategies supporting security, safety, and compliance initiatives at the property. It is an overt system with no hidden cameras. Signage may be displayed at appropriate points to inform of the presence of CCTV. A plan identifying the location of all cameras is available from the Building Manager. The location and type of CCTV systems must be approved by OC Management prior to installation.

This policy document and any operating procedures references guidance contained within Australian Standard AS 4806:2008 Closed circuit television (CCTV)².

The CCTV System will be operated with due regard to the privacy and civil liberties of individual members of the Owners Corporation and the public, as required by the Privacy Act 1988 (Cth).³

The BM is authorised to conduct both passive monitoring and retrospective reviews of recordings over the image retention period.

INCIDENT HANDLING

All Incidents are to be recorded in a Video Register noting the date, time, and summary description.

Requests to investigate Incidents shall be in writing to the BM.

Alleged breach of OC Rules:

CCTV Video Recording and Retention Policy

The BM must report alleged breaches of OC Rules to OC Management who shall then determine and document the subsequent steps, which may include reviewing any images or recordings.

Alleged crime, including but not limited to vandalism or theft:

Such Incidents shall be reported to OC Management and as appropriate, law enforcement.

The protection of privacy is paramount and therefore without lawful authority copies of images / files are not routinely provided to Owners/Occupiers of the property.

Inappropriate use of the CCTV system may result in disciplinary action at the discretion of the OC Management.

SECURITY OF RECORDED IMAGES/ FILES

Recorded images / files must:

- be secured against unauthorised access.
- only be copied / printed after an approved authority has been received and a relevant entry made in the Video Register; and
- be kept no longer than necessary, noting that concluded investigations may be subject to appeals.

Repairs, maintenance, and installation of the CCTV system by authorised personnel is permitted provided usage is confined to that purpose with no retention of records other than representative images illustrating CCTV coverage containing no identifiable content such as people or vehicles.

APPLYING FOR A COPY OF CCTV IMAGES/FILES

In the interests of privacy and responsible operation of the CCTV system only law enforcement personnel or OC Management approved investigation agencies/investigators are authorised to obtain copies of images/files on the system. Copies may be provided to facilitate an investigation such as images that assist in the identification of a perpetrator/suspect and the like.

Copies of images/files on the CCTV system are not to be made or provided until:

1. A written request is made to OC Management lodged with the OC Manager; and
2. The OC Management or nominee has approved release of a relevant image/file; and
3. Details including a copy of the request form has been recorded in the Video Register.

ACKNOWLEDGEMENT

On behalf of Melbourne Building Management Pty Ltd (ACN 164 657 381) I, Robert Regan
_____, as Building Manager for Willsmere, have read and agree to comply with this policy.

14/1/2025



¹ <https://willsmere.net/residents/rules-regulations>

² <https://www.saiglobal.com/pdftemp/previews/osh/as/as4000/4800/4806.4-2008.pdf>

³ <https://www.legislation.gov.au/Details/C2019C00241>