CCTV Policy

PURPOSE AND BACKGROUND

(1) This policy sets out our use and management of Closed-Circuit Television (CCTV), which we use for the safety and security of children, families, staff and visitors at our service

(2) This policy helps us to comply with the *Education and Care Services National Regulations*, which require our service to have policies and procedures in place for providing a child safe environment, and matters relating to the safe use of digital technologies and online environments, including the use of any optical surveillance device (CCTV) (s 168(2)(ha)(iii)

(3) It helps us to comply with privacy and surveillance in Western Australia, the *National Principles for Child Safe Organisations* and the *National Model Code for Taking Images or Videos of Children*

POLICY STATEMENT

Purpose of our CCTV system

(4) We use a CCTV system to support a safe and secure environment for children, families, visitors and staff

(5) We use it:

- To protect against security breaches, including vandalism, theft, or unauthorised access
- To verify incidents or allegations of security breaches, misconduct, or inappropriate behaviour
- For evidence, if required by the police, courts, child protection authority, regulatory authority or another relevant authority, including evidence relating to incidents or allegations of harm or risk of harm to a child

(6) To meet our obligations under child safety and privacy laws, we only use CCTV footage for the purpose it has been collected or a reasonably expected related purpose, or as required or authorised by law

(7) Surveillance records may be used to take disciplinary action against a staff member

Consent and communication

(8) We are transparent and inform families and staff members about why we use CCTV, and how we manage and store footage and privacy risks

(9) At enrolment, parents are given access to this policy

(10) Before we install or make significant changes to our CCTV system, the approved provider or nominated supervisor consult with and consider the views of staff and families

(11) We welcome feedback and questions about our CCTV system from staff, families and visitors

(12) Any complaints or allegations of breaches of our policies can be directed to the approved provider or nominated supervisor (see Complaint Handling Policy)

Written notice to staff and families

(13) We follow best practice and give written notice to staff and families that we want to conduct surveillance

(14) We give this notice at least 14 days before the surveillance begins, unless otherwise agreed by staff and families. If a new staff member or family starts, we will notify them in advance of their start day of:

- The kind of surveillance to be carried out (i.e., a CCTV system)
- How the surveillance will be carried out, and
- When the surveillance will start, and
- Whether it will be continuous recording or intermittent
- Whether it will ongoing or for a specified limited period

(15) This policy serves as our written notice

CCTV system information

(16) Our service handles the day-to-day access and review of CCTV footage internally, but uses an external professional company for maintenance, security and data backup

CCTV cameras

(17) Any new CCTV cameras must be approved by the approved provider before installation

(18) We only allow companies or individuals who hold the appropriate licence in Western Australia to install cameras

(19) Cameras are clearly visible and not hidden

(20) We display clearly visible signs indicating that CCTV cameras are in use at all entry points and in areas where cameras are installed

(21) CCTV cameras are never located so as to capture images in areas where children, staff or visitors would expect privacy or in non-work areas of the service, including in:

- Adult toilets, bathrooms
- Children's nappy change rooms and bathrooms
- Staff rooms and the office of the nominated supervisor
- Parents room

(22) Cameras do not record neighbouring properties

(23) Only people who have been authorised by law or the approved provider can access CCTV cameras

Recording information

(24) Recording is ongoing

(25) Our system does not record sound

Use and disclosure of footage

(26) We take our obligations under child safety and privacy laws seriously and only allow CCTV footage to be used and disclosed for the purpose we collected it, or as required or authorised by law (see our Privacy and Confidentiality Policy for a list of other circumstances where we may use or disclose personal information)

(27) Only authorised users are permitted to access CCTV footage, and any access must comply with this policy and relevant legal obligations

(28) If an incident occurs or an allegation is made, an authorised user (including an authorised third party) may review footage to investigate further. In this case, an authorised user may need to watch footage of before, during and after the time in question and footage may be stored for longer than our standard time

(29) The authorised user must log their access to the footage, including the date, time, and reason for access

(30) Individuals have a right to access their personal information. All requests by families, staff or visitors to use or disclose footage must be made in writing to the approved provider to consider. The approved provider can only grant access in the following circumstances:

- It is required or authorised under the law,

- It directly relates to that person (or their child) or property, or
- Any personal information of anyone else (including their image) has been deidentified (e.g., blurred or redacted)

(31) Breaches of the use and disclosure of personal information, including CCTV footage, are managed in line with our *Child Safe Environment Policy* and Privacy and *Confidentiality Policy* (see also our *Technology and Device Use Polic*y). If footage is lost, or accessed or disclosed without authorisation, the approved provider will assess the breach promptly (within 30 days). If it is likely to result in serious harm to any individual, the approved provider will notify the affected individuals and the Office of the Australian Information Commissioner as soon as practicable, as required under the Notifiable Data Breaches scheme (*Privacy Act 1988*).

Managing privacy and security

(32) CCTV footage is protected from misuse, interference and loss, and from unauthorised access, modification or disclosure. For example, the approved provider / our external professional security company ensures that:

- Only authorised users are given access to footage, and they are only allowed to use it according to our policy
- Footage is protected using strong passwords
- Footage data is encrypted during transit and storage
- Firewall and antivirus software is installed and regularly updated
- Backups are conducted regularly and stored securely
- Access logs are kept to track who has accessed footage and when
- There are regular audits and monitoring of access, including unauthorised access
- CCTV controls, monitors, backups are in a secure onsite area that is only accessible to authorised users

(33) CCTV footage is generally not monitored in real time

Storage and retention

(34) We store CCTV footage for 30 days

(35) Footage data is stored in the cloud by a secure data centre that meets data security standards. It is encrypted and stored with restricted access protocols

(36) We do not retain footage longer than is necessary to fulfil its intended purpose, unless we need to keep it for longer for investigations or legal proceedings or footage kept as part of an incident record is held for the incident-record retention periods in r 183.

(37) At the end of the retention period, footage is securely deleted or overwritten unless it is marked for retention

PRINCIPLES

(38) We are committed to ensuring the privacy and dignity of the children in our care**.** We balance our security and safety measures with privacy rights

(39) We collect, use, disclose, store, and destroy CCTV footage in accordance with the Australian Privacy Principles (see our Privacy and Confidentiality Policy), surveillance laws in WA, the *National Model Code* and *National Principles for Child Safe Organisations*

(40) We are transparent about our use of CCTV. Everyone who enters our service is alerted to our use of surveillance, and families, staff and visitors are invited to give us feedback about our security measures

(41) We manage security and privacy risks according to the law and best practice. Staff, families and visitors can be sure that we have strict protocols to protect their personal information

POLICY COMMUNICATION, TRAINING AND MONITORING

(42) The approved provider and nominated supervisor provide information and other resources and support regarding the CCTV Policy and related documents

(43) All staff (including volunteers and students) are formally inducted. They are given access to, review, understand and formally acknowledge this CCTV Policy and related documents before their first day of work, in line with our induction procedures.

(44) The approved provider and nominated supervisor monitor and audit staff practices and address non-compliance. Breaches to this policy are taken seriously and may result in disciplinary action against a staff member

(45) At enrolment, families are given access to our CCTV Policy and related documents

(46) Families are notified in line with our obligations under the *National Regulations* when changes are made to our policies and procedures

LEGISLATION (OVERVIEW)

Education and Care Services National Law and Regulations

Law	Description
s 167	Offence relating to protection of children from harm and hazards
Regulations	
r168(h)	Education and care services must have policies and procedures in relation to providing a child safe environment, including matters relating to the promotion of a culture of child safety and wellbeing within the service
r168(ha)	Education and care services must have policies and procedures in relation to the safe use of digital technologies and online environments at the service
r170	Policies and procedures to be followed
r171	Policies and procedures to be kept available
r 181,183 - 184	Confidentiality and storage of records

Applicable laws and regulations

Act / Regulation / Standard	Description
Privacy Act 1988	Principal act protecting the handling of personal information, including the statutory tort for serious invasions of privacy
Surveillance Devices Act 1998 (WA)	Regulates surveillance devices, including CCTV
Criminal Code Act Compilation Act 1913 (WA)	Includes offences that relate to privacy
Security and Related Activities (Control) Act 1996 (WA)	Requires people and businesses who install, maintain or monitor security equipment, including CCTV, to hold a WA security licence

National Quality Standard

Standard / Element	Concept	Description
2.2.3	Child safety and protection	Each child is protected
5.1.2	Dignity and rights of the child	The dignity and rights of every child is maintained
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe

National Principles for Child Safe Organisations

Most relevant principles
Child safety and wellbeing is embedded in organisational leadership, governance and culture
Families and communities are informed and involved in promoting child safety and wellbeing
Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

SOURCES

Legislation (as listed above) | Guide to the Australian Privacy Principles | Office of the Australian Information Commissioner Guidelines | Australian Cyber Security Centre resources | ACECQA's Review of Child Safety Arrangements under the NQF – Final Report 2023 | National Quality Standard | National Principles for Child Safe Organisations | Fair Work Ombudsman – Workplace privacy best practice guide | National Model Code | ACECQA's NQF Child Safe Culture Guide | NQF Online Safety Guide | eSafety Commissioner Resources

POLICY INFORMATION

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

POLICY REVIEWED	October 2026	NEXT REVIEW DATE	October 2027
MODIFICATIONS	• Para 31 updated to cover breaches involving CCTV footage, including assessment and notification under the Notifiable Data Breaches scheme (Privacy Act 1988) • Security and Related Activities (Control) Act 1996 (WA) added to the Applicable laws table		

APPENDIX A

ROLES AND RESPONSIBILITIES – CCTV

Approved provider responsibilities (not limited to)
Ensure our service meets its obligations under legislation relevant to CCTV in the workplace and education and care services
Ensure this policy is in place and take reasonable steps to ensure that it can be followed
Notify/consult staff, families and visitors about the use of CCTV according to this policy. Ensure that new staff are given notice of our use of CCTV before their first day of work
Take reasonable steps to protect CCTV footage from misuse, loss, unauthorised access, modification or disclosure. Maintain tight security during the transmission, storage, and destruction of the footage
Allow individuals to access CCTV footage records directly related to them according to this policy
Ensure that cameras and CCTV signs are clearly visible. Do not allow cameras to be installed in areas that people would expect privacy or in non-work areas
Ensure that CCTV footage is only used and disclosed according to the law, this policy and our Privacy and Confidentiality Policy
Notify families at least 14 days before changing this CCTV Policy if the changes will: affect the fees charged or the way they are collected; or significantly impact the service's education and care of children; or significantly impact the family's ability to utilise the service