

7.3.4 CCTV POLICY

Responsible Manager:	Amanda Sapolu, Manager Corporate Governance & Legal
Responsible Director:	Simone Wickes, Director Corporate Services

RECOMMENDATION

That Council adopts the revised CCTV Policy and revokes the previous CCTV Policy adopted in 2022.

INTRODUCTION

Council uses Closed Circuit Television (CCTV) surveillance systems in an effort to enhance community perceptions and experiences of safety across public places, community facilities and Council operations. CCTV assists with crime prevention, asset protection, public safety and the investigation of incidents affecting Council staff or community members.

This Policy establishes a clear framework to:

- Maximise the positive benefits of CCTV for community safety and asset protection.
- Safeguard individual rights and privacy through responsible surveillance practices.
- Provide clarity and accountability in the installation, use, and management of CCTV systems.
- Define governance structures for access to footage, data security, and compliance with Council's obligations regarding human rights and gender equality.

COUNCIL PLAN STRATEGIC OBJECTIVES

A healthy, safe and connected community

A community where all people have the opportunity to experience enhanced levels of social, emotional, and physical wellbeing.

A council with good governance, strong leadership and community involvement in decision making

A Council that provides governance and leadership for the benefit of our community through community engagement, advocacy, decision making and action.

BACKGROUND

Council's current CCTV Policy, adopted by Council in 2022 has been reviewed and updated to align with Council's governance principles, strategic planning, equity obligations and public transparency requirements. Council recognises that decisions made under this Policy must balance operational needs, safety, law enforcement requirements and individual rights.

Operational processes have been reviewed and streamlined as part of the Policy review.

DISCUSSION

The revised CCTV Policy sets governance, operational standards, and compliance requirements for Monash City Council's use CCTV systems to support Council operations, protect Council assets, and uphold privacy, human rights and gender equality. It is aligned with Victorian legislation and the Office of the Victorian Information Commissioner (OVIC) Guiding Principles for Surveillance.

FINANCIAL IMPLICATIONS

There are no financial implications to this report.

POLICY IMPLICATIONS

The purpose of this Policy is to ensure Council's CCTV systems are operated in a lawful, ethical and transparent manner, compliant with relevant legislation including the *Privacy and Data Protection Act 2014 (Vic)* and the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

CONSULTATION

Community consultation was not required.

SOCIAL IMPLICATIONS

Council recognises that the installation of CCTV may cause some people to feel less safe and that there are varying views of the effectiveness of CCTV in experiences of safety and crime prevention.

However, the installation of CCTV across the municipality provides an opportunity for footage to be captured and released (where appropriate) to assist Victoria Police and other authorised parties to assist in the investigation of incidents affecting Council staff or community members.

HUMAN RIGHTS CONSIDERATIONS

We confirm that this policy has been carefully reviewed to ensure it does not affect human rights.

We are committed to respecting human rights and will continue to monitor the policy to ensure it remains compliant. Sections of the *Charter of Human Rights and Responsibilities Act 2006 (Vic)* considered as part of this policy review are detailed below.

Section of the Charter	Impact and Justification
s 8 – Equality before the law	CCTV must not be used in a way that discriminates or unfairly targets groups. We apply consistent criteria, complete GIAs

	where required, and audit access and use. This supports fair, non-discriminatory treatment across the community.
s 12 – Freedom of movement	Cameras in public places may influence how people move. We use CCTV only where needed, avoid routine monitoring, limit live viewing to specific safety needs, and publish contact details for enquiries, supporting free movement with proportionate safeguards.
s 13 – Privacy and reputation	CCTV collects images that can identify people. We limit collection to necessary locations, angle cameras away from private areas, provide signage/collection notice, restrict access to authorised users, and apply 28-day default retention (longer retention if required). This protects privacy while supporting safety.
s 15 – Freedom of expression	Visible surveillance may discourage lawful expression. We minimise intrusion (no audio; narrow fields of view; no biometrics unless Council approves after a PIA so people can speak, meet, and go about activities without unnecessary monitoring.
s 16 – Peaceful assembly and association	During events or gatherings, cameras may affect willingness to attend or assemble. Live viewing is permitted only for defined safety risks, for the minimum time, and by named authorised users. This balances event safety with assembly rights.

GENDER IMPACT ASSESSMENT

A Gender Impact Assessment (GIA) has been completed as part of this work because this policy/program/service is considered to have a direct and significant impact on the Monash community.

The GIA found that CCTV can have an impact on a person’s perceived feelings of privacy and safety. As a result of the GIA, Council has ensured that robust privacy and data protection measures are in place to prevent the misuse of footage including mandatory training and authorisation for access to CCTV footage, stringent governance adopted for live viewing and the use of static cameras with no voice recording and biometric overreach.

CONCLUSION

That Council adopts the revised CCTV Policy and revokes the previous CCTV Policy adopted in 2022.



ATTACHMENT LIST

1. CCTV Policy [7.3.4.1 - 15 pages]



CCTV Policy

COUNCIL POLICY

Corporate Governance and Legal (Corporate Services)

<p>OVERVIEW: This Policy sets governance, operational standards, and compliance requirements for Monash City Council’s use of Closed Circuit Television (CCTV) systems to support Council operations, protect Council assets, and uphold privacy, human rights and gender equality. It is aligned with Victorian legislation and the Office of the Victorian Information Commissioner (OVIC) Guiding Principles for Surveillance.</p>

<p>RESPONSIBILITIES:</p>	<p>Director Corporate Services for the corporate implementation, review, and interpretation of this policy.</p>
<p>REVIEW BY:</p>	<p>Manager Corporate Governance and Legal Services</p>

<p>RESOLVED BY:</p>	<p>COUNCIL</p>
<p>DATE:</p>	<p>30 June 2026</p>
<p>EDNA NO:</p>	<p>D26-230617</p>
<p>REVIEW DATE:</p>	<p>June 2030</p>

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1 Introduction

Council uses CCTV surveillance systems in an effort to enhance community perceptions and experiences of safety across public places, community facilities and Council operations. CCTV assists with crime prevention, asset protection, public safety and the investigation of incidents affecting Council staff or community members.

The purpose of this Policy is to ensure Council's CCTV systems are operated in a lawful, ethical and transparent manner, compliant with relevant legislation including the *Privacy and Data Protection Act 2014* (Vic) and the *Charter of Human Rights and Responsibilities Act 2006* (Vic). This Policy establishes a clear framework to:

- Maximise the positive benefits of CCTV for community safety and asset protection.
- Safeguard individual rights and privacy through responsible surveillance practices.
- Provide clarity and accountability in the installation, use, and management of CCTV systems.
- Define governance structures for access to footage, data security, and compliance with Council's obligations regarding human rights and gender equality.

2 Scope

This Policy applies to all CCTV systems operated, owned, or managed by Council and sets out the requirements for the collection, use, storage, release, and disposal of CCTV footage, ensuring compliance with privacy, data protection, and human rights obligations.

Exclusions

This Policy does not apply to:

- Mobile or vehicle-based CCTV used for parking compliance.
- Body-worn cameras used by Council staff.
- Privately owned CCTV on private and Council land.
- Procurement of specific CCTV brands, models, or technical specifications.

2.1 OVIC Guiding Principles for Surveillance

Council adopts and applies the following OVIC Guiding Principles for Surveillance to all CCTV activities.

1. Legality: CCTV must be used in accordance with applicable laws.
2. Legitimate aim: CCTV must be used only for clearly defined and lawful purposes.
3. Necessity: CCTV must be necessary to achieve the identified purpose.
4. Proportionality: The level of surveillance must be proportionate to the risk being addressed.
5. Safeguards: Appropriate technical, organisational and procedural safeguards must be in place.
6. Non-discrimination: CCTV must not be used in a manner that unlawfully discriminates.
7. Complaints and remedy: Clear mechanisms must exist for complaints, review and remedy.
8. Camera placement: CCTV must not capture private activities (e.g. toilets or change rooms) and must comply with the *Surveillance Devices Act 1999* (Vic).

3 Legislative Context and Governance Statement

3.1 Legislative references

Council must operate all CCTV systems in compliance with applicable legislation and governance principles. Key legislative references include:

- *Privacy and Data Protection Act 2014* (Vic) – Governs the handling of personal information within the Victorian public sector.
- *Surveillance Devices Act 1999* (Vic) – Regulates the use of surveillance devices in Victoria.
- *Freedom of Information Act 1982* (Vic) – Provides individuals with the right to request access to documents, including CCTV footage.
- *Charter of Human Rights and Responsibilities Act 2006* (Vic) – Requires Council to act compatibly with human rights in all decisions and practices.
- *Gender Equality Act 2020* (Vic) – Mandates the inclusion, promotion and support of gender equality in policies, programs, and services.
- *Local Government Act 2020* (Vic) – Outlines Council’s responsibilities, powers, and governance obligations.
- *Public Records Act 1973* (Vic) – Establishes requirements for the creation, maintenance, and lawful disposal of public records, including CCTV footage.
- *Crimes Act 1958* (Vic) – Addresses criminal offences relevant to CCTV use and evidence handling.
- *Evidence Act 2008* (Vic) – Governs the admissibility of CCTV footage in legal proceedings.
- *Occupational Health and Safety Act (Vic)* – *Stipulates documents can be produced and can be seized by WorkSafe Inspectors.*

This Policy aligns with Council’s governance principles, strategic planning, equity obligations and public transparency requirements. Decisions made under this Policy must balance operational needs, safety, law enforcement requirements and individual rights.

Responsible officer Statement:

In generating this Policy, Council confirms that its development, implementation, and review comply with the overarching governance principles outlined in the Act. This Policy has considered the importance of engagement, strategic planning, financial management, transparency, and service performance.

4 Definitions

Word	Definition
Authorised User	means a Council staff member who (a) has a legitimate role-based business need, (b) has completed mandatory privacy/Charter and information-security training, (c) holds an individual, named system account (no shared logins), and (d) is granted permissions under Authorised User and Training requirements and subject to audit logging and review.
Category One CCTV	means Council-owned/operated CCTV in public places such as streets or car parks.



Word	Definition
Category Two CCTV	means Council-owned/operated CCTV systems at Council facilities. These systems are not intended for routine monitoring. However, they may be used in exceptional circumstances, such as outlined in 8.3 of this Policy.
Category Three CCTV	means CCTV systems installed and operated by tenants or occupiers of Council facilities.
Category Four CCTV	means relocatable CCTV systems used for temporary monitoring, such as illegal dumping investigations.
CCTV	means Closed Circuit Television, a system of cameras and associated equipment used to capture visual images for monitoring or recording purposes.
CCTV Footage	means recorded visual data captured by CCTV systems.
Council	means Monash City Council
Council Facility	means any building, land or site owned, leased or managed by Monash City Council.
Freedom of Information (FOI) Request	means a formal application seeking access to documents under <i>the Freedom of Information Act 1982</i> , allowing individuals to request access to documents including CCTV footage.
Gender Impact Assessment (GIA)	means an evaluation of how a policy or project effects people of different genders. Required under the <i>Gender Equality Act 2020</i> for any policy, program or service that has a direct and significant community impact.
Law Enforcement Agency	means an organisation legally authorised to enforce laws, such as Victoria Police.
Live Viewing	means real time observation of CCTV footage by authorised Council officers for a legitimate purpose that is necessary and proportionate, restricted to authorised users.
Occupier / User	means a tenant or licensee operating within a Council facility who may install their own CCTV system under approved terms.
Personal Information	means information about an identifiable individual, as defined by the <i>Privacy and Data Protection Act 2014</i> .
Privacy Impact Assessment (PIA)	means an analysis of privacy risks and controls for CCTV installation or modification.
Public Place	means any area accessible to the general public, such as streets, parks, and car parks.
Relocatable CCTV	means a temporary CCTV system deployed to a specific location for a defined period to address an identified risk.

5 Responsibilities and Roles

Key roles and responsibilities for the management of CCTV systems under this policy are outlined in the following table:

Who	Role
Council	<ul style="list-style-type: none"> approves or rejects proposals for the installation or major modification of Category One CCTV systems, including the introduction of advanced AI-enhanced cameras and consideration of proposals to introduce biometric or advanced analytical capability including facial recognition.
Manager Corporate Governance and Legal Services	<ul style="list-style-type: none"> policy owner appoints authorised users, including oversight of officers authorised to access, review, or release CCTV footage. approves or rejects, in collaboration with Director Corporate Services proposals for the installation or modification of Category Two, Three and Four CCTV systems. authorises routine access and release of footage. primary contact point for all access requests. communicates decisions clearly to requestors, ensures secure release of approved footage, and documents all actions in the CCTV Access Register. maintains CCTV Access Register ensuring all requests, approvals releases, disposals are logged. conducts an annual audit of CCTV governance, access, compliance and information handling practices and reports the outcomes as required.
Director Corporate Services	<ul style="list-style-type: none"> authorises escalated, complex or high-risk matters and approves minor Category One amendments. approves or rejects, in collaboration with Manager Corporate Governance and Legal proposals for the installation or modification of Category Two, Three and Four CCTV systems. decides matters not explicitly addressed in this Policy.
Manager Facilities and Infrastructure Maintenance	<ul style="list-style-type: none"> installs, maintains and retrieves footage from Council CCTV systems. installs, maintains signage and ensures all signage and system configurations comply with Policy requirements. maintains the register of all CCTV installations.
Managers Responsible for Facilities	<ul style="list-style-type: none"> prepares proposals for CCTV installations or modification, including maps, PIA, GIA and risk assessments. develops and maintains site-specific operating procedures.



Manager Workplace Relations and Safety.	<ul style="list-style-type: none"> oversees use of CCTV for workplace incidents, occupational health and safety and child safety matters, and co-approves staff-related access requests with the Manager Corporate Governance and Legal.
Manager Property and City Design	<ul style="list-style-type: none"> includes appropriate CCTV-related clauses in licences/ leases with the tenants who operate their own CCTV systems at Council facilities (Category Three).
FOI/Privacy Officer	<ul style="list-style-type: none"> processes FOI applications in accordance with the <i>Freedom of Information Act 1982</i> and coordinates with the Manager Corporate Governance and Legal for lawful release of information. final reviewer of PIAs, GIAs and associated checklists. ensures compliance with privacy, human rights and data security obligations. develops and updates supporting templates, including PIA template and other related documentation.
All Authorised Users	<ul style="list-style-type: none"> complete mandatory training (privacy/human rights/security) meet minimum viewing requirements, log all activity, and adhere to the Authorised User and Training requirements.
Tenants/Occupiers	<ul style="list-style-type: none"> operate their systems in line with the <i>Privacy and Data Protection Act 2014</i> and the conditions of their lease or licence. ensure their systems do not infringe on the rights, privacy or operations of others.

6 Use of CCTV

6.1 Legitimate use of CCTV

CCTV may only be used for the following legitimate purposes:

- enhancing and protecting public and workforce safety.
- detering and detecting crime or anti-social behaviour.
- protecting Council buildings, infrastructure and assets.
- assisting with the investigation of reported incidents.
- supporting lawful law enforcement activity.
- complying with Council's Child Wellbeing and Safety responsibilities.
- investigation of insurance claims made against council.
- at customer service centres, to provide efficient customer service.

6.2 Unauthorised use of CCTV

CCTV footage must not be used for routine monitoring of staff performance, behaviour, attendance or productivity.

CCTV footage may only be accessed in relation to staff where there is a report of a serious safety incident requiring investigation, alleged criminal conduct, reasonable suspicion of risk to child welfare or other exceptional circumstances and where less intrusive means are not available.

Any access involving staff must also be approved by the Manager Workplace Relations and Safety.

7 Installation of CCTV and Approval

7.1 Category One – Council operated CCTV Systems in public places.

Fixed CCTV systems installed in streets, parks, activity centres, malls and car parks for community safety and asset protection.

Any installation of new CCTV systems or modifications to existing systems within the municipality must be requested in writing using the appropriate forms and submitted with the required supporting documents.

All requests require review by the Manager Corporate Governance and Legal and the Executive Leadership Team, prior to Council endorsement.

7.2 Category Two – Council operated CCTV systems at Council-owned facilities

CCTV systems installed at Council-owned facilities to protect assets, manage risk, and ensure the safety of staff and the public.

These systems are not intended for routine monitoring. However, they may be used in exceptional circumstances, such as outlined in 8.3 of this Policy.

Any installation of new CCTV systems or modifications to existing systems at Council facilities must be requested in writing using the appropriate forms and submitted with the required supporting documents. All requests require approval from the Manager Corporate Governance and Legal and Director Corporate Services.

7.3 Category Three – Tenant/Occupier users owned CCTV systems and Council facilities

In certain circumstances, tenant or occupier users of Council facilities may seek to install their own CCTV systems to support their operational needs, such as safety, security, or risk management.

All costs associated with the installation, maintenance, and operation of tenant/occupier user-owned CCTV systems are the responsibility of the occupier or user.

These systems are managed independently by the tenant or occupier and must comply with all relevant legislation and Council policies. Tenant or Occupier users must ensure their CCTV systems operate in accordance with the *Privacy and Data Protection Act 2014* (Victoria). Their use must not interfere with Council operations or infringe on the privacy of other facility users.

All requirements and conditions for installing tenant/occupier user-owned CCTV systems at Council facilities will be specified in the lease or licence governing the tenancy.

Any installation of new CCTV systems or modifications to existing systems in tenant/ occupied Council Facilities must be requested in writing using the appropriate forms and supporting documents. All requests require approval from the Manager Corporate Governance and Legal and Director Corporate Services.

7.4 Category Four – Relocatable and Temporary CCTV systems

Council may implement relocatable CCTV systems to detect, deter, and investigate illegal activities over which it has jurisdiction such as the illegal dumping of rubbish.

These systems are used by Council's enforcement staff and are implemented on a case-by-case basis. The most appropriate technology or provider will be selected based on the specific circumstances of the activity being monitored. External providers may be engaged, provided that the arrangement complies with Council's legislative and privacy obligations.

Any installation of new CCTV systems or modifications to existing systems in public places or on Council land as relevant must be requested in writing using the appropriate forms and supporting documents. All requests require approval from the Manager Corporate Governance and Legal and Director Corporate Services.

8 Access and Requests for CCTV Footage

8.1 Access

Access arrangements are designed to support operational needs while ensuring privacy protections and strong governance. Authorised users may view footage only to the extent necessary to perform their duties, and all decisions relating to the release or viewing of footage must be assessed in accordance with the CCTV Footage Release Assessment Criteria.

Approving Officers:

- Manager Corporate Governance and Legal Services responsible for assessing routine access requests and determining release where appropriate.
- Director Corporate Services decision-maker for escalated matters, including complex, sensitive or high-risk requests. May authorise release where risks or impacts extend beyond routine operational considerations.

Authorised Users permitted to request or view footage include:

Subject to training and application approval to be an Authorised User, employees appointed to the roles below are permitted to request or view footage:

- Chief Executive Officer.
- Directors, Executive Managers and Managers.
- Authorised Officers.
- FOI Officer.

8.2 Requests

Council recognises that individuals and organisations may seek access to CCTV footage for legitimate purposes including:

- Exercising rights under the *Freedom of Information Act 1982 (Vic)*.
- Supporting investigations into safety incidents or criminal activity.
- Managing legal or insurance claims.
- Ensuring transparency and accountability in Council operations.

Requests are assessed to ensure they are lawful, necessary, and proportionate, and that privacy and human rights are protected. All decisions follow the CCTV Footage Release Assessment criteria.

8.2.1 Type One – Internal Requests

These are requests from staff to access CCTV footage. Such requests are to be directed to the Manager Corporate Governance and Legal who will determine if internal release is appropriate.

Requests will be assessed against the CCTV Footage Release Assessment Criteria to ensure necessity and proportionality. Access may be granted for legitimate purposes such as:

- Monitoring for illegal activities under Category Four



- Occupational Health and Safety investigations where safety concerns exist.
- Activity in contravention of the *Child Wellbeing and Safety Act 2005* is being investigated.
- Ongoing insurance claims involving Council
- Employment-related matters, with prior approval from the Manager Workplace Relations and Safety.

8.2.2 Type Two – External Requests (non-enforcement agency)

Requests for access to CCTV footage from external parties are generally via a Freedom of Information request. Such requests are to be directed to the FOI/Privacy Officer who will make the decision on release.

Any disclosure outside the *Freedom of Information Act 1982* (Vic) must be required or authorised by law and recorded in the CCTV Access Register. Council may enter into arrangements with external parties where there is a legitimate and ongoing need to access CCTV footage.

Where a request relates to a suspected crime or incident involving criminal or anti-social behaviour, it must be reported to the police, and the police can request footage.

8.2.3 Type Three – Law Enforcement Requests

Law enforcement requests for CCTV footage will be dealt with pursuant to the provisions of *the Privacy and Data Protection Act 2014*. Access will be approved where Council is satisfied that the request is for a valid law enforcement purpose.

Such requests are to be directed to the Manager Corporate Governance and Legal who will approve release. Council will verify the lawful basis of the request, record the requesters information, export footage using a documented process, and log all actions in the CCTV Access Register. Once a decision on release has been made, the requestor will be referred directly to the Facilities team for further coordination and access.

8.3 Live Viewing

Live viewing may be used at customer service facilities for the purposes monitoring customer service functions; in these circumstances the requirements of an Authorised Officer do not apply.

Additional live viewing access is subject to Chief Executive Officer approval.

Live viewing of CCTV footage is permitted only where:

- there is a legitimate and immediate safety or security need.
- it is required to support an investigation into alleged criminal activity or a serious incident.
- it is required under Occupational Health and Safety or other relevant legislation.
- it is necessary and proportionate.
- it is conducted by authorised officers only.

All live viewing must be recorded in an access register documenting who viewed the footage, when, and for what purpose

Live viewing must be limited to named authorised users for the minimum period necessary.

Live viewing must not be used for general monitoring of individuals or groups without a defined and approved purpose.

Where practical, live viewing of CCTV for approved purposes should be conducted by two authorised officers to ensure accountability and reduce the risk of misuse.

9 Retention and Disposal

9.1 Retention

CCTV footage will be retained for a default period of 28 days unless required for an active investigation, legal proceeding, Freedom of Information application, incident review, or law enforcement request. Where any of these circumstances apply, the footage may be retained as long as necessary.

CCTV footage will otherwise be retained only for as long as necessary and must be disposed of in accordance with the *Public Records Act 1973* (Vic).

9.2 Disposal of Released Footage

Where CCTV footage has been released, Council will retain a copy only for as long as necessary to meet legal, evidentiary, or operational requirements. Once the purpose no longer applies, the copy must be securely destroyed in accordance with the *Public Records Act 1973* (Vic).

10 Signage and Collection Notice Requirements

Signage must be clearly visible at all CCTV locations prior to entry into a monitored area. Signage must:

- state that CCTV is in operation.
- specify the purpose of surveillance (e.g., community safety, asset protection).
- identify Monash City Council as the system owner/operator.
- indicate how footage will be used and the usual recipients (for example, Victoria Police or other authorised agencies).
- Provide contact details for enquiries, complaints and advise that individuals can seek access to information collected about them.

Signage operates as a short-form collection notice under Information Privacy Principle 1.3 and will include a link or quick response (QR) code to Council's full CCTV Privacy Collection Notice.

Signage is mandatory for all categories, including relocatable units. Temporary deployments must include portable signage or public notice where reasonably practicable. Relocatable units must include signage, and state that data is being collected by a third party.

11 Privacy and Data Protection

Council CCTV collects visual images, location metadata, date/time, and camera ID. Council does not record audio. Footage is used for community safety, asset protection, Occupational Health and Safety, legal compliance, and law enforcement assistance. Council does not routinely use facial recognition technology, biometric analytics in its CCTV systems.

CCTV footage collected from Category One, Two and Four CCTV systems will be treated by Council in full compliance with the *Privacy and Data Protection Act 2014*.

Category Three will include the requirement in the relevant lease/licence that CCTV footage be dealt with consistent with the requirements of the *Privacy and Data Protection Act 2014*.

Council applies the Information Privacy Principles (IPPs) under the *Privacy and Data Protection Act 2014* to all CCTV activities, including collection limitation, lawful use/disclosure, secure storage, and rights of access.

12 Discretion to Act

The Director Corporate Services may exercise discretion to make decisions in circumstances not directly covered by this Policy, provided legal obligations are met.

13 Complaints and Review Process

Any person may make a complaint to Council regarding the operation, use or management of CCTV systems.

Complaints will be addressed by the Manager Corporate Governance and Legal and investigated in accordance with Council's complaints handling framework.

Complainants will be advised of the outcome of the review and may lodge a privacy complaint with the Office of the Victorian Information Commissioner or the Victorian Ombudsman if they remain dissatisfied.

14 Gender Impact Assessment

Council has a legislative responsibility under the *Gender Equality Act 2020* to conduct a Gender Impact Assessment (GIA) on all new policies, programs and services (and those that are up for formal review) which have a direct and significant impact on the community.

Council acknowledges CCTV and personal feelings of safety are complex. CCTV may increase perceptions of safety for some, and make others feel less safe.

In writing this Policy and CCTV procedures, Council has ensured that robust privacy and data protection measures are in place to prevent the misuse of footage and considers other community safety elements effective such as lighting, maintaining sight lines, CPTED and activating spaces in conjunction with CCTV cameras.

Council will undertake Gender Impact Assessments and Privacy Impact Assessments for all requests to install new CCTV system/s or modify existing CCTV systems. These assessments will be undertaken at the planning phase of the project and submitted to the relevant departments for review, prior to being attached to the final application submitted to the Manger Corporate Governance and Legal.

“Council recognises that the introduction of a CCTV Policy can have a direct and significant impact on the community. A Gender Impact Assessment has been completed and found that CCTV can have an impact on a persons perceived feelings of privacy and safety. As a result, Council has ensured that robust privacy and data protection measures are in place to prevent the misuse of footage including mandatory training and authorisation for access to CCTV footage, stringent governance adopted for live viewing and the use of static cameras with no voice recording and biometric overreach.

15 Human Rights Considerations

Council must give proper consideration to human rights when making decisions. Proper consideration to human rights must be undertaken before a decision is made and may impact on people's rights.



- right to privacy
- freedom of movement
- freedom of expression
- right to equality
- right to peaceful assembly and association.

Any limitation on rights must be lawful, necessary and proportionate.

We confirm that this policy has been carefully reviewed to ensure it does not affect human rights. We are committed to respecting human rights and will continue to monitor the policy to ensure it remains compliant.

Section of the Charter	Impact and Justification
s 8 – Equality before the law	CCTV must not be used in a way that discriminates or unfairly targets groups. We apply consistent criteria, complete GIAs where required, and audit access and use. This supports fair, non-discriminatory treatment across the community.
s 12 – Freedom of movement	Cameras in public places may influence how people move. We use CCTV only where needed, avoid routine monitoring, limit live viewing to specific safety needs, and publish contact details for enquiries, supporting free movement with proportionate safeguards.
s 13 – Privacy and reputation	CCTV collects images that can identify people. We limit collection to necessary locations, angle cameras away from private areas, provide signage/collection notice, restrict access to authorised users, and apply 28-day default retention (longer retention if required). This protects privacy while supporting safety.
s 15 – Freedom of expression	Visible surveillance may discourage lawful expression. We minimise intrusion (no audio; narrow fields of view; no biometrics unless Council approves after a PIA so people can speak, meet, and go about activities without unnecessary monitoring.
s 16 – Peaceful assembly and association	During events or gatherings, cameras may affect willingness to attend or assemble. Live viewing is permitted only for defined safety risks, for the minimum time, and by named authorised users. This balances event safety with assembly rights.

16 Administrative Amendments

From time to time, circumstance may require minor amendments be made to this Policy. Where this does not materially alter the Policy, such amendments may be made administratively by the Chief Executive Officer.

Any amendment which materially alters the Policy must be approved by Council.

17 Review

This Policy will be reviewed by Manager Corporate Governance and Legal every four years, or earlier if required due to legislative or operational change.

18 Superseded Policies

Upon adoption by Council, this Policy supersedes and replaces the following policies:

- CCTV Policy version 1.1, 29 March 2022.

Any requirements previously contained within the superseded policy relating to CCTV are now governed by this Policy.


19 Document Version

Version Number	Date	Author	Reviewed By	Approved By	Comments
1.1	29/03/2022		Manager Corporate Governance and Legal	Council	Nil
2.0	17/06/2026		Manager Corporate Governance and Legal	Council	

20 Contact

If you have any questions about this Policy, please contact Council:

 By emailing: mail@monash.vic.gov.au

 By calling the Governance Team, on 03 9518 3509

Individuals may contact Office of the Victorian Information Commissioner (OVIC) for privacy complaints.