
CLOSED CIRCUIT TELEVISION (CCTV) POLICY

INTENT

This policy outlines how Cook Shire Council (Council) will manage its obligations to the public and employees when installing, operating and managing CCTV systems.

Council installs CCTV systems to enhance community safety, protect assets and infrastructure, support law enforcement, and ensure workplace safety.

SCOPE

This policy applies to closed circuit television (CCTV) systems owned and operated by Cook Shire Council, including systems managed by external service providers under contract to Council.

This policy does not apply to:

- Body Worn Camera (BWC) systems.
- Covert camera surveillance devices lawfully deployed for enforcement purposes (e.g., gathering evidence for enforcement of local laws or regulatory investigations).
- Operational management of CCTV systems owned and operated by third parties on Council property (approval requirements are outlined in this policy).

DEFINITIONS

TERM	DEFINITION
CCTV System	A closed-circuit television system comprising video cameras, recording equipment, storage devices, network infrastructure, and associated software used to capture, store, and manage video footage.
Personal information	Information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information

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Review Date:	February 2029		
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TERM	DEFINITION
	or opinion. This includes still images or video footage of an individual.
Premises and public spaces	Any location where a CCTV system is installed and includes any place the public may access by right or by invitation. This includes public streets, parks, public halls, museums, galleries, aquatic centres, sports grounds, roads and libraries.

POLICY STATEMENT

Council endeavours to protect the Shire's assets, employees and the community with a range of initiatives including the installation of CCTV systems in public spaces.

Objectives

CCTV systems controlled by Council will be installed and managed in accordance with applicable legislation, in support of achieving the following objectives only:

1. The identification, management and deterrence of criminal or unlawful behaviour.
2. The identification of perpetrators in support of prosecution of criminal offences.
3. Contribution to an integrated multi-agency approach to crime prevention and community safety.
4. The protection and investigation of matters relating to Council's assets.
5. Provision of information relating to a work health and safety investigation.
6. The identification of risk to the public, assets and Council employees.

Third-Party Installations on Council Property

Any person or organisation wishing to install CCTV systems on Council-owned or controlled property must obtain written approval from Council.

Installation approvals will be assessed for compliance with privacy legislation, this policy, and any relevant lease, licence or management agreement terms, and where applicable, Council's Community-led Development of Council Assets Policy.

For more information or to submit an application, contact Council on 07 4082 0500 or mail@cook.qld.gov.au.

Privacy and Compliance

Council operates CCTV systems in accordance with:

- The *Information Privacy Act 2009* (Qld) and Queensland Privacy Principles

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- The *Human Rights Act 2019* (Qld)
- Other applicable legislation

Prior to installing new CCTV systems or modifying existing systems, Council will assess privacy risks and implement appropriate safeguards.

Council will:

- Not engage in general surveillance of the public or employees
- Limit camera positioning to avoid unnecessary capture of private premises
- Ensure external service providers are contractually bound to privacy and security obligations
- Provide access to footage only for purposes outlined in this policy

Public Notification

Council will comply with the Queensland Privacy Principles (QPP 5) with respect to making individuals generally aware of:

1. The purpose for the collection of personal information;
2. Any lawful authority for the collection;
3. To whom Council may disclose the information; and
4. Where relevant, to whom those recipients may subsequently disclose the information.

Public notification will be provided through clearly visible signage at CCTV locations and through public notification of information on Council's website.

CCTV System Arrangements

Council's CCTV systems may be:

- Managed directly by Council;
- Operated in partnership with Queensland Police Service under formal agreement; or
- Managed by external service providers under contract.

All systems, regardless of management arrangement, comply with Queensland Privacy Principles and this policy.

Live Monitoring

Council does not routinely undertake live monitoring of CCTV systems. Live monitoring may occur where necessary for specific operational or safety purposes in accordance with this policy's objectives.

Third Party Systems on Council Property

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As outlined above, third parties may install and operate CCTV systems on Council property with prior written approval. These operators retain ownership and control of their footage and are responsible for privacy compliance.

Retention of Footage

CCTV footage is automatically deleted after a maximum of 30 days unless:

1. The footage is required for a police investigation, court proceeding, or any other legal matter (including civil proceedings or work health and safety investigations).
2. The footage relates to a breach of Council's local laws or other incident requiring investigation or enforcement action.
3. A valid access application has been received prior to information being deleted.

Footage retained beyond 30 days is managed in accordance with the *Public Records Act 2023* (Qld) and relevant retention schedules.

Disclosure of Footage

Council may disclose CCTV footage to relevant agencies or legally authorised parties for the following purposes:

1. Providing evidence in criminal or civil proceedings
2. The prevention of crime and disorder
3. The investigation and detection of crime (includes identification of offenders)
4. Identification of witnesses
5. Individual or public health, safety or welfare concerns
6. Where the individual has expressly or impliedly agreed to the disclosure

Disclosure decisions will be made by the CEO or an authorised delegate, except where disclosure is required by law (such as court orders, warrants, or subpoenas).

Access to CCTV Footage

Members of the public can request access to CCTV footage by applying under the *Right to Information Act 2009* or *Information Privacy Act 2009*.

Queensland Police Service may request footage for law enforcement purposes in accordance with established protocols.

Complaints

All complaints in relation to the CCTV system will be managed in accordance with Council's complaints management policy and procedures.

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REFERENCES, LEGISLATION AND GUIDELINES

Local Government Act 2009
Right to Information Act 2009 (Qld)
Information Privacy Act 2009 (Qld)
Human Rights Act 2019 (Qld)
Public Records Act 2023 (Qld)
Evidence Act 1977 (Qld)
Queensland Privacy Principles

RELATED DOCUMENTS

- Closed-Circuit Television (CCTV) System Administrative Instruction (Internal)
- Information Security Policy
- Information Privacy Policy
- Administrative Action Complaints Management Policy and Administrative Instruction
- Community-led Development of Council Assets Policy

IMPLEMENTATION AND COMMUNICATION

This policy will be:

1. Published on Council's website;
2. Made available to Councillors and employees through various communication channels;
3. Distributed to relevant State Agencies as required; and
4. Provided to all parties who apply for access to footage.

APPROVED BY

Council Resolution 2026/14

THIS POLICY IS TO REMAIN IN FORCE UNTIL OTHERWISE DETERMINED BY COUNCIL

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REVIEW

SPONSOR:	Chief Operating Officer
OFFICER RESPONSIBLE FOR REVIEW:	Governance Coordinator
ADOPTION DATE:	
REVIEW DATE:	February 2029

AMENDMENT HISTORY

VERSION	AMENDMENT DETAILS	AMENDMENT DATE	APPROVAL
v1	New Policy	December 2020	Resolution 2020/314
v2	Review by ICT Coordinator - Amendments	June 2023	Resolution 2023/142
v3	Incorporates changes to information privacy laws and new Administrative Instruction	24 February 2026	Resolution 2026/14

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