

**INTERNAL ONLY**  
**ISLHD PROCEDURE**  
**COVER SHEET**



**Health**  
Illawarra Shoalhaven  
Local Health District

<b>NAME OF DOCUMENT</b>	Closed Circuit Television (CCTV) Usage and Management
<b>TYPE OF DOCUMENT</b>	Procedure
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<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	Executive Director Infrastructure Development Illawarra Shoalhaven Local Health District
<b>AUTHOR</b>	Facility Support Manager Northern Illawarra Hospital Group
<b>KEY TERMS</b>	CCTV footage, surveillance, monitoring, management, misuse
<b>FUNCTIONAL GROUP OR HUB</b>	District Wide
<b>NSQHS STANDARD</b>	Standard 2
<b>SUMMARY</b>	This procedure outlines the use and management of CCTV footage, monitoring and storage of electronic CCTV footage for ISLHD.

**COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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**1. POLICY STATEMENT**

- This procedure provides a consistent definition across the Illawarra Shoalhaven Local Health District (ISLHD) regarding what constitutes appropriate and inappropriate use of NSW Health CCTV footage.
- To provide guidance and direction about the mechanisms required to minimise inappropriate use as well as the controls required to monitor the use of ISLHD CCTV footage.
- To provide a framework for identifying and responding to alleged misuse, to be applied in conjunction with the requirements of current NSW Health policies for managing allegations involving misconduct.

**2. BACKGROUND**

Communications – Use & Management of Misuse of NSW Health Communications Systems – [PD 2009\\_076](#) mandatory policy directive requires each health agency to have effective systems and procedures in place to prevent the misuse of communication systems and devices.

**3. RESPONSIBILITIES**

**3.1 No staff member may view, record, copy, manipulate, share or use in any other way CCTV images (whether recorded or not) unless it is reasonably necessary to fulfil their duties, except:**

- where it is for another purpose authorised by management, in writing
- where it is reasonably necessary to protect life, health or safety
- where it is authorised by law, or
- Where a viewing is accidental and immaterial.

3.1.1 All staff must take reasonable steps to ensure that CCTV images (whether recorded or not) are kept confidential and not handled (including viewed, recorded, copied, manipulated, shared or used in any other way) by themselves or any other person for any purpose other than for an authorised purpose, as outlined in 3.1.

3.1.2 Purposes that are expressly prohibited include using, soliciting the use of, or permitting (whether deliberately or not) the use of CCTV images (whether recorded or not) or devices for purposes that are:

- reasonably likely to be unlawful, inappropriate, offensive, or could potentially damage NSW Health's reputation, or
- reasonably likely to be, or relate to CCTV images that are, obscene, pornographic, threatening, abusive, defamatory or confidential

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3.1.3 All staff must take reasonable steps (including what is reasonable given their duties) to ensure that CCTV devices are handled in a manner that is efficient, economical, and ethical.

3.1.4 All staff must report suspected breaches of this policy to their Direct Line Manager who will then forward this breach onto the General Manager for further escalation to the Director of Internal Audit, Ms Gordana Trajcevski [Gordana.Trajcevski@health.nsw.gov.au](mailto:Gordana.Trajcevski@health.nsw.gov.au) and Privacy breaches to the Privacy Officer (Executive Director Nursing and Midwifery) ISLHD-EDNM [ISLHD-EDNM@health.nsw.gov.au](mailto:ISLHD-EDNM@health.nsw.gov.au)

**3.2 Line Managers will:**

- Ensure relevant staff are made aware of, and understand Policy Directive [PD 2009\\_076](#) and this District procedure
- Ensure monitoring and, compliance with this Policy Directive and procedure.
- Provide leadership by example.
- Respond to alleged or identified misuse of CCTV footage and related systems in accordance with this Policy and current NSW Health policies for managing allegations involving misconduct.

**3.3 Site Managers/ Network Managers/ Service Managers will:**

- Ensure that the principles and requirements of this policy and procedure are applied, achieved and sustained.
- Ensure that all staff are made aware of their obligations regarding this policy and procedure through staff orientation or other appropriate educational means.
- Ensure that these documented procedures and adequate controls are in place to monitor use of NSW Health communication systems and devices, to detect any failure to comply with this policy including clearly defined reporting procedures and identified positions with responsibilities for managing the process.

**4. PROCEDURE**

**4.1** All Security Staff will be orientated and trained in the appropriate use of CCTV equipment and related monitoring, use and storage of footage.

**4.1.1** All relevant staff, supervisors and managers will be familiar with [PD 2009\\_076](#) and NSW State Records Act (GDA8)

**4.2** All facilities with CCTV coverage will have a designated and secure area for storage of CCTV equipment and any approved downloaded footage.

**4.3** Prior to any footage being shared / copied / downloaded or viewed by a third party, approval must be sought from designated officers and form completed ([ISLHD CORP F 37](#) – CCTV Release Form).

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- 4.4 All facility managers and relevant line managers must be familiar with the length of time that CCTV footage is stored, and any footage of interest that is required to be kept is copied or downloaded only by an authorised person after written authority is provided (see ([ISLHD CORP F 37](#) – CCTV Release Form)).
- 4.5 Any copied or downloaded material will be handed to and signed for by the representative from an authorised agency, i.e. Police Services, only after written approval is provided (adequate reasons for request must be included on form).
- 4.6 Any downloaded material for ISLHD purposes (external agencies excluded) is classified as an official document and as such must be returned to the manager of the relevant facility when the recording is no longer required.
- 4.7 Any downloaded material must not be shared with, copied or forwarded to any unauthorised persons. Any inappropriate use of such material will be investigated and could incur serious disciplinary action.
- 4.8 All completed forms must be recorded in HPE Content Manager.

**5. DOCUMENTATION**

([ISLHD CORP F 37](#) – CCTV Release Form).

**6. AUDIT**

Regular auditing of use of CCTVs, training of new Security Staff in CCTV use and storage of footage to be undertaken by line manager

**7. REFERENCES**

PD2009 076 [Communications - Use & Management of Misuse of NSW Health Communications Systems](#)

[Workplace Surveillance Act 2005](#)

[Workplace Surveillance Regulation 2012](#)

[Security Industry Regulation 2016](#)

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**8. REVISION & APPROVAL HISTORY**

<b>Date</b>	<b>Revision No.</b>	<b>Author and Approval / Date</b>
<b>February 2013</b>	0	Author: Manager Corporate & Executive Support Services and Acting Hotel Service Manager for Wollongong Hospital
		Approval / Date: Approved for release by ISLHD Director Finance 5 February 2013
<b>March 2020</b>	1	Facility Support Manager Northern Illawarra Hospital Group  <b>Approval/Date:</b> Corporate Policy Recommendation committee / February 2020 <b>Approval/Date:</b> Executive Director Infrastructure Development / March 2020