

30 June 2021

Mr Gerard Hayes
Secretary
Health Service Union
Locked Bag 3
AUSTRALIA SQUARE NSW 1215
Email: secretary@hsu.asn.au

Dear Mr Hayes

Port Macquarie Base Hospital Main Reception Proposed Installation of CCTV

I refer to the staff consultative committee held on 24 June 2021 whereby the Mid North Coast Local Health District (MNCLHD) under new business advised of the proposal to install CCTV within the main reception area at Port Macquarie Base Hospital (PMBH), and that consultation has commenced with PMBH staff that work in this area.

The installation is to assist in providing a safe environment whereby the CCTV surveillance system will be installed at PMBH main reception on the second level. The area covered includes the reception desk and entry waiting area.

The operation of CCTV is strongly governed by Sections 11, 14 and 16 of the Workplace Surveillance Act and the NSW Health Protecting People and Property Manual which includes the following requirements:

- CCTV cameras will be clearly visible
- Signs will be at each entrance to notify people that they may be under surveillance
- Camera will only be visual recording and not voice listening devices
- Privacy legislation - Personal information collected by surveillance will be protected by the Privacy and Personal Information Protection Act 1998
- Security related workplace camera surveillance is generally used to achieve the following objectives:
 - To deter security incidents e.g. theft, vandalism, violence etc.
 - To gather information that may be used in evidence if a crime is committed within view of the camera (assuming the camera is recording)
 - To allow a security incident to be viewed as it is occurring and an appropriate response to be raised
- Non Continuous Monitoring: Where continuous monitoring of CCTV in higher risk areas is not feasible the following strategies, as a minimum, are to be implemented:
 - *Images be stored for minimum 21 days*
 - *A fixed duress alarm is installed within the vicinity of the CCTV, and Mobile duress pendants are also available to staff in this location*
 - *A physical security response is mobilised where the fixed duress alarm is activated*

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- Protocols advising staff and others of the need to activate the fixed duress alarm in the event of an incident are provided within MNCLHD Duress Procedures
- Regular reviews of the effectiveness of the above strategies is undertaken to ensure risk and liability are being appropriately managed in a way that maintains the security of staff and others

The MNCLHD remain committed to ongoing discussions upon installation of CCTV at PMBH main reception in the event any concerns arise.

If you would like to discuss any concerns further, please contact me on 5524 2100 or via email at MNCLHD-PMBH-HGM-PA@health.nsw.gov.au.

Yours sincerely



Catharine Death
General Manager Port Macquarie Base Hospital
Hastings Macleay Clinical Network Coordinator