

FWLHD: Proposed CCTV Procedure

Dear Member,

Attached is correspondence the HSU has received from Far West Local Health District regarding the proposed CCTV procedure.

Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed procedure upon affected employees. We are now seeking feedback, views and comments from our members.

Please review the attached documentation and provide comment and feedback by 19 August 2019. You can submit it by email to your HSU Organiser Zelda Giblett via email zelda.giblett@hsu.asn.au with subject line *FWLHD CCTV*.

Not a member of the HSU? Now is time to join and have your say! You can join online at www.hsu.asn.au/join or call 1300 HSU NSW and join over the phone.

A union's effectiveness and negotiation power depends upon the strength and density of its membership base. Join your work colleagues today by becoming a member of the Health Services Union and help us continue to protect and improve your working life.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD



Procedure

NAME OF DOCUMENT Closed Circuit Television (CCTV)

DOCUMENT NUMBER FW_PD2019_XXXX

PUBLICATION DATE July 2019

SUMMARY This procedure sets out requirements for the management and use of installed CCTV systems in Far West Local Health District (FWLHD).

EXECUTIVE SPONSOR Director Finance and Corporate Services

AUTHOR Manager Assets and Facilities

FUNDAMENTAL SUBGROUP Clinical and/or Corporate Governance

REPLACES New

RELATED POLICY NSW Health Policy and Standards for Security Risk Management in NSW Health Agencies June 2013

REVIEW DATE October 2023

APPLIES TO All Far West LHD staff

CONSULTATION LIST

<input type="checkbox"/> HSM/ Non Clinical Manager	<input type="checkbox"/> Health Service Managers
<input type="checkbox"/> FWLHD Workforce	<input type="checkbox"/> Medical Services
<input type="checkbox"/> Allied Health	<input type="checkbox"/> Consumer
<input type="checkbox"/> Aboriginal Health	
<input type="checkbox"/> Unions	<input type="checkbox"/> FWLHD Senior Leadership
<input type="checkbox"/> People & Culture Directorate	<input type="checkbox"/> Finance Directorate
<input type="checkbox"/> Nursing and Midwifery Directorate	

ENDORSED BY EXECUTIVE POLICY COMMITTEE	CHAIR SIGNATURE:	DATE:
APPROVAL BY CHIEF EXECUTIVE	SIGN:	DATE:

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Section 1 - Introduction

This procedure sets out requirements for the management and use of the CCTV system throughout Far West LHD facilities and the retrieval and review of recorded CCTV footage.

1.1 The risks addressed by this procedure

Corporate risks – This procedure is developed to address the requirements of PD2005_339 Protecting /Property: NSW Health Policy/Guidelines for Security Risk Management in Health Facilities and the NSW Workplace Surveillance Act 2005.

Clinical risks – This procedure address both consumer, staff and community security through the appropriate recording of CCTV surveillance management.

1.2 Safety considerations

Patient Education Consumer Education

1.3 The aims and expected outcomes of this procedure

FWLHD will install/operate CCTV for one or more of the following purposes:

- To deter, detect and respond to criminal offences against person or property.
- To protect the assets and property of FWLHD facilities and persons on the FWLHD premises including employees, contractors, patients, visitors and other providers.
- To assist in the identification and prosecution of persons in relation to criminal matters.
- To assist identification of persons requesting access to a secure area.
- To assist Work, Health and Safety reasons such as investigating accidents.
- To provide monitoring of at risk patients in the clinical environment by non-recorded cameras.

Section 2 – Definitions

Authorised personnel – means any delegate employee of FWLHD with approved responsibility for managing access to CCTV systems.

CCTV or closed circuit television- defined as a television system that transmits images on a 'closed loop' basis where images are only available to those directly connected to the transmission system. The transmission of closed circuit television images may involve the use of coaxial cable, fibre-optic cable, telephone lines, infra- red and radio transmission systems.

CCTV Management spreadsheet – is used to record CCTV Operations information and data for reporting purposes and includes requests for access to CCTV footage.

CCTV Operation- means all aspects of CCTV surveillance management, use, recording, maintenance and access to recorded material.

Revision :

Date:

THIS DISTRICT DOCUMENT BECOMES UNCONTROLLED WHEN PRINTED OR DOWNLOADED UNLESS REGISTERED BY LOCAL DOCUMENT CONTROL PROCEDURES

Disclosure- means providing a third party (who is either FWLHD or the subject individual) with access to or a copy of recorded CCTV footage.

Section 3 – Procedure Detail

3.1 Notification Requirements

Affected employees must be notified, in writing, at least 14 days before the cameras are used. New starters must be advised prior to commencing work.

Where CCTV is being installed, following a risk assessment, as a security measure there must be agreement with staff or a body representing a substantial number of staff at the particular workplace eg union or representative body and the CCTV must be used in accordance with that agreement.

Staff and patients should be advised of the presence of CCTV.

3.2 Equipment & Materials

- The CCTV systems are managed by FWLHD site senior managers.
- The CCTV systems have overt cameras installed throughout the facility and grounds at areas of need, identified via risk assessment.
- The CCTV systems can have covert camera surveillance, for suspected unlawful activity. Where NSW Health Agency is considering the use of covert camera surveillance, approval must be sought from the Director-General of the Ministry of Health prior to a 'covert surveillance authority' application being submitted.
- Signs notifying people that they may be under camera surveillance must be clearly visible at each entrance to the area under surveillance. Signage must also take into account the different languages likely to be used by people presenting at the facilities. (Appendix B)
- The CCTV cameras must be continuously recording and connected to a digital storage device. Footage is recorded to the sites central location and must store at least one week's images.
- All cameras located in a clinical patient care area are not recorded and are for patient monitoring purposes only.
- CCTV footage must not be publicly available and monitors displaying CCTV should not be viewable by the public.

3.3 Testing and Maintenance

Video/camera surveillance systems are to be tested and maintained to Australian Standard AS/NZS AS2201.1:2007.

3.4 Monitoring

Monitoring of all cameras is restricted to the facilities managers/delegates.

Security staff are able to view recorded CCTV footage as part of their daily duties

Where continuous monitoring of high risk areas is not possible:

- A fixed duress alarm or another mechanism for summoning assistance is installed within the vicinity of CCTV
- A physical security response is mobilised where the fixed duress alarm is activated
- Signage advising staff and others of the need to activate the fixed duress alarm in the event of an incident is displayed in the vicinity of the CCTV
- Regular review 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.
- Where IPU (In Patient Unit) Service specific monitoring is provided it is restricted to only those cameras required for that area.
- IPU/Service specific monitoring does not allow the user to view or retrieve recorded footage.

3.5 Use and disclosure of CCTV records

All requests to review or retrieve recorded CCTV footage is to be made to the facilities manager and a CCTV footage request form completed (Appendix A).

CCTV footage must not be recorded to an external digital media device unless authorised by the Security Manager.

Subpoenas received requesting footage are to be complied with and the subpoena must be attached to the CCTV footage request form. All instances of this must be escalated to Security Manager.

Footage requested by Police that does not relate to a patient or staff member can be authorised by the Chief Executive on a case by case basis.

When assessing a request for footage consideration must be given to the following documents

- Workplace Surveillance Act 2005
- Crimes Act 1900, section 316
- NSW Health Privacy Manual section 11.2.7

The person obtaining the footage must sign the CCTV footage request form to acknowledge that they have received the requested footage and when it was obtained.

CCTV footage request forms are to be retained and filed whether the request is authorised or denied. Request forms are retained in the facility managers' office and are the responsibility of the facility managers. CCTV is continuously recorded with archived images stored for a minimum of 21 days.

Forms are to be kept for a minimum of three years. Password protection of recorded footage is required. Downloading access must be restricted to senior managers within the facility

3.6 Compliance Audit

Compliance with these procedures will be audited as part of the annual security survey at facilities where video/camera surveillance systems are installed.

Section 4 – Responsibilities

4.1 Executive

- Will ensure the health services within their area of control have systems in place to make sure that effective and consistent agreed processes for CCTV are applied
- Will ensure sufficient resources are in place to enable effective CCTV notice, signage, storage and retention of images, request for access to CCTV footage and disclosure of any CCTV footage.

4.2 Managers

- Will provide organisational governance and leadership in relation to CCTV
- Will develop, implement and monitor local processes that support employees and other persons providing health services on behalf of Far West Local Health District regarding CCTV
- Will bring this procedure to the attention of staff to ensure its full implementation

4.3 Staff

- Will adhere to the principles and aims of this procedure and ensure they operate in accordance with it
- Will ensure timely participation in the CCTV process
- Will ensure that any incidents relating to CCTV are reported via the appropriate process

Section 5 – Monitoring

5.1 Standards

National standard 1: Governance for safety and quality in health service organisations

National standard 2: Partnering with consumers

5.2 Performance Measures

- Health Services are to ensure that CCTV equipment is maintained and serviced by a qualified service agency.
- Regular checking on equipment and rectifying defective equipment as a matter of priority
- Management and key staff aware of the requirements in managing requests for copies of CCTV footage.

5.3 Monitoring

Compliance with these procedures will be audited as part of the annual security survey at facilities where video/camera surveillance systems are installed.

Section 6 – References

NSW Health, PD2005_339 Protecting /Property: NSW Health Policy/Guidelines for Security Risk Management in Health Facilities, accessed via

<https://www.health.nsw.gov.au/policies/manuals/Documents/prot-people-prop.pdf>

NSW Legislation, Workplace Surveillance Act 2005 No 47, accessed via

<https://www.legislation.nsw.gov.au/inforce/cda3e2c0-0fd3-6065-e243-e81a43c4fdb2/2005-47.pdf>

NSW Health 2007, *Aboriginal Health impact Statement and Guidelines*, NSW Health, Sydney, retrieved 4 July 2013, http://www0.health.nsw.gov.au/policies/pd/2007/PD2007_082.html

NSW Health 2015, *Code of Conduct*, NSW Health, Sydney, retrieved 4 July 2013, https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf

Murrumbidgee Local Health District, Closed Circuit Television, published June 2018

Section 7 – Review and Approval History

Date	Revision No.	Author & Approval
Insert date	0	Approved by Chief Executive

Section 8 – Appendices

Appendix A – CCTV Footage Request Form

Appendix B – CCTV Sign

Appendix B



Security Notice

**For your safety this
Hospital is
Under 24 hr.
Video Surveillance.**

Far West LHD Policy Document - Comment Template

Stakeholder Review
