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**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

PAPER FOR TABLING

**GOVERNMENT RESPONSE TO ACT AUDITOR-GENERAL'S REPORT: MANAGEMENT OF
CLOSED-CIRCUIT TELEVISION SYSTEMS – REPORT NO. 5/2021**

**Presented by
Mick Gentleman MLA
Minister for Police and Emergency Services
Chris Steel MLA
Minister for Transport and City Services**

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GOVERNMENT RESPONSE

ACT Auditor-General's Report

Management of Closed-Circuit Television Systems

Report No. 5 / 2021

Presented by

Mick Gentleman MLA, Minister for Police and Emergency Services

Chris Steel MLA, Minister for Transport and City Services

Pursuant to s.21 of the Auditor-General Act 1996

INTRODUCTION

The safety of Canberrans in our public spaces and protecting our public assets is a core priority for the ACT Government.

Closed Circuit Television (CCTV) is commonly used across our community to enhance safety and security, and as an effective deterrent against crime. The ACT Government uses CCTV to support public safety, asset security and for business monitoring functions. CCTV plays an important role in supporting ACT Policing to investigate crime and bring offenders to justice. CCTV is also used by the ACT Government to monitor its business operations and support the safe delivery of major public events such as Floriade and the National Multicultural Festival. The ACT Government continues to invest in CCTV technology to make Canberra a safer place and to support bringing those responsible for crime to justice.

The Public Safety CCTV Network operates across various public venues and open spaces in the ACT and provides live and recorded footage to the government and ACT Policing. CCTV is also utilised at identified government premises such as libraries and across the public transport bus network.

In 2020, the ACT Government launched the *Strategic Closed Circuit Television (CCTV) Plan 2020-2022* (the Plan). The Plan identified four priority areas and 18 strategic activities to support good governance in the operations of CCTV Networks across the ACT Government. Strong progress is being made against the activities listed in the Plan including:

- Annual reporting of CCTV matters on the Justice and Community Safety Directorate website.
- Expansion of the Public Safety CCTV Network to encompass popular public areas including Glebe Park, Dickson and Braddon.
- Enhancing efficiency in the collection and storage of CCTV information through the use of centralised CCTV networked video recorders.
- Drafting of a new whole-of-government CCTV Policy to replace the current *ACT Government Code of Practice for Closed Circuit Television Systems*.

The ACT Government maintains strong measures to ensure CCTV is operated in accordance with the ACT's human rights and privacy legislative frameworks. This ensures that public trust and confidence in the ACT Government's use of CCTV remains high. The ACT Government carefully considers public requests for new CCTV installations against public safety and crime priorities and available resources.

The ACT Government has implemented measures to ensure that its use of CCTV is transparent and accountable. From 2020, the ACT Government will publish an Annual Report each year on the use of the Public Safety CCTV Network. These Annual Reports will be available on the Justice and Community Safety Directorate website at justice.act.gov.au.

The ACT Government acknowledges the Auditor-General's review on the effectiveness of the management of CCTV systems and the making of recommendations in the *Management of Closed-Circuit Television Systems, Report No.5/2021*. The ACT Government is pleased to present this Ministerial Response to the audit report pursuant to s.21 of the *Auditor-General Act 1996*.

MINISTERIAL RESPONSE

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| <p>RECOMMENDATION 1 CCTV SYSTEM PURPOSE AND OBJECTIVES</p> <p>The Transport Canberra and City Services Directorate should identify and document the purpose and objectives of its specific CCTV systems.</p> | <p>Agreed</p> <p>Transport Canberra and City Services Directorate has identified the purpose and objectives of its individual CCTV systems and is in the process of updating the <i>Transport Canberra and City Services Directorate Closed Circuit Guidelines</i>.</p> |
| <p>RECOMMENDATION 2 ANNUAL REVIEWS OF CCTV SYSTEMS</p> <p>The Justice and Community Safety Directorate and Transport Canberra and City Services Directorate should undertake an annual review or audit of their CCTV systems. The annual review or audit should consider:</p> <ul style="list-style-type: none"> a) the effectiveness of the system in meeting its purpose and objective; b) the ongoing need for the system and the cameras included in the system; and c) the benefits of the continuing operation of the system against the costs associated with managing and maintaining the system. | <p>Agreed</p> <p>The Justice and Community Safety Directorate will incorporate the annual review into the process to prepare the Minister’s Annual Report on the Public Safety CCTV Network. These Annual Reports are available at justice.act.gov.au.</p> <p>The Transport Canberra and City Services has incorporated annual reviews of CCTV systems into the updated guidelines.</p> |
| <p>RECOMMENDATION 3 SECURITY AND EMERGENCY MANAGEMENT BRANCH ROLES AND RESPONSIBILITIES</p> <p>The Justice and Community Safety Directorate should document roles and responsibilities of Security and Emergency Management Branch staff involved in the management and operation of the public safety CCTV network in policy and procedural guidance.</p> | <p>Agreed and completed</p> <p>Justice and Community Safety has reviewed and updated its Standard Operating Procedure titled Project Officer Job Description to reflect the roles and responsibilities of staff within the Security and Emergency Management Division who are responsible for the Public Safety CCTV Network.</p> |
| <p>RECOMMENDATION 4 TRANSPORT CANBERRA AND CITY SERVICES DIRECTORATE CLOSED CIRCUIT TELEVISION GUIDELINES</p> <p>The Transport Canberra and City Services Directorate should review and update its Closed-Circuit Television Guidelines. In doing so, the Directorate should ensure that roles and responsibilities for the management and operation of the directorate’s CCTV systems are accurately documented.</p> | <p>Agreed and completed</p> <p>The Transport Canberra and City Services Directorate have updated the CCTV Guidelines which now incorporate detailed roles and responsibilities.</p> |

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| <p>RECOMMENDATION 5 DESTRUCTION OF CCTV CAMERA DATA ON BOARD BUSES</p> <p>The Transport Canberra and City Services Directorate should develop a practice for the destruction of CCTV camera data on board buses 30 days after its capture.</p> | <p>Agreed in principle</p> <p>The existing on board bus CCTV platform is not capable of automated destruction of footage after 30 days. This requirement will be included in the scope of procurement of a replacement CCTV system in new buses.</p> |
| <p>RECOMMENDATION 6 STAFF TRAINING AND DEVELOPMENT</p> <p>The Transport Canberra and City Services Directorate and Justice and Community Safety Directorate should formalise staff induction and training requirements for the management of CCTV systems. This should include the identification and documentation of formal training requirements through training plans and maintaining training records for all staff that are involved in the operation of CCTV systems</p> | <p>Agreed</p> <p>The Justice and Community Safety Directorate and the Transport Canberra and City Services Directorate will formalise the induction and training requirements for operators of CCTV systems. This work is scheduled for completion by the end of 2021.</p> |



ACT
Government

Justice and Community Safety Directorate
Transport Canberra and City Services Directorate

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