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SURVEILLANCE CAMERA POLICY

Policy context: This policy relates to

Legislation or other requirements

Surveillance Devices Act 2016

Privacy Act 1998

Contractual obligations

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) will adhere to the Surveillance Devices Act 2016 when conducting any form of workplace surveillance, including the use of camera surveillance. EL and LAAS will only monitor the workplace for the exclusive purposes of; protecting property, monitoring employee performance and ensuring Customer/Client and employee health and safety.

The purpose of this policy is to ensure there is transparency between EL and LAAS and all Customer/Client and employees in relation to the use of surveillance. EL and LAAS will balance the reasonable expectations of Customers/Clients and employees to have privacy in the workplace with the need to monitor the workplace.

The document complies with NDIS Practice Standards 2018, standard 1.3 Privacy and Dignity, 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination, 4.1 Safe Environment, and ACIS 2013, section 1.3 Service Users Dignity and Privacy, 1.5 Discrimination, Abuse and Neglect, 4.1 Safe Support and Service Environment, 4.2 Service User Money and Property.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

DOCUMENTATION

Documents related to this policy

Related policies

Q108 – Privacy Policy

Forms, record keeping or other organisational documents

QF152 – Camera Surveillance Consent Form

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SURVEILLANCE CAMERA POLICY

Definitions

Surveillance is any monitoring of a Customer/Client or employee by camera, computer or tracking.

Camera Surveillance is surveillance by means of camera that monitors or records visual images of activities on premises or in any other place.

SIL is Supported Independent Living, a type of accommodation service for NDIS participants.

Day Options is an NDIS service providing recreational, social and developmental capacity building activities in a shared group environment.

Principles

In relation to using surveillance cameras within the workplace and common spaces of SIL houses, EL and LAAS will:

- Notify all existing employees, Customers/Clients and new employees prior to their start date, if surveillance mechanisms are used or are being introduced
- Ensure that Customers/Clients and employees are informed about the use of surveillance
- Ensure all CCTV cameras that are used in the workplace are clearly visible
- Not use 'optical surveillance', or camera surveillance in change rooms, bathrooms, showers, toilets, bedrooms or any other private spaces.
- Ensure that EL and LAAS places visible signage indicating that Customers/Clients and employees may be under camera surveillance at the entrance.

Surveillance Records

Any surveillance records obtained will not be used or disclosed, except when they serve a relevant purpose. Refer to Surveillance Device Act 2016 for when surveillance records

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can be disclosed.

Relevant purpose disclosures may include:

- Disclosing surveillance records to a law enforcement agency for use in connection with the detection, investigation or prosecution of an offence
- Use or disclosure for a purpose that is directly or indirectly related to the taking of civil or criminal proceedings
- Disclosure that is necessary to mitigate an imminent threat of serious violence to persons or of substantial damage to property

Privacy Considerations

Personal information which is collected by surveillance will be protected by the Privacy Act 1998.

Surveillance Devices

The surveillance carried out at EL and LAAS includes:

- The use of camera surveillance for the purpose of security for employees and Customers/Clients and protection of private property
- The use of camera surveillance at LAAS Day Options facility to record any instances of violence, abuse, neglect, exploitation or discrimination against people with disabilities and assist in the investigation and prevention of future instances
- The use of camera surveillance at SIL houses within common shared spaces to record any instances of violence, abuse, neglect, exploitation or discrimination against people with disabilities and assist in the investigation and prevention of future instances