

CCTV POLICY

Our Service believes in the operation of Closed-Circuit Television System (CCTV) to ensure the health, safety and protection of children, staff, educators, parents and visitors of the Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
2.2	Safety	Each child is protected

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

12	Meaning of serious incident
181	Confidentiality of records kept by approved provider
195	Application of Commonwealth Privacy Act 1988

PURPOSE

The use of Closed-Circuit Television (CCTV) installed at the Service aims to address concerns, deal with complaints and support investigations.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

IMPLEMENTATION

Our Service uses Closed-Circuit Television (CCTV) to monitor the physical environment. It provides protection and security for staff and children in care, assisting in assuring families that their children are in a safe environment and may also assist with misunderstandings, damages to the Service, theft

and potentially false accusations by providing digital evidence.

Camera Use

Closed-Circuit Television (CCTV) operates at the Service and comprises of:

- 4 fixed position cameras
- Digital Hard Drive Recorder (located at District Council of Karoonda East Murray office)
- 1 Public Information Sign

Camera Locations

- External – main entrance
- External – child care deck and playspace
- Internal – child care playspace
- Internal – meeting room

The CCTV recording system operates in real mode, monitoring the site continuously 24 hours a day. Footage and information collected via the recording system will be governed by Australian Privacy Principles and all relevant staff will be kept up to date with requirements under Australia’s privacy law. (There are some Commonwealth, State and territory laws that restrict the use of listening, optical, data and tracking surveillance devices.)

Access to the recordings will only be disclosed to:

1. The Ombudsman to assist with investigations on “child protection” e.g., abuse, neglect and ill treatment.
2. To a member or officer of a law enforcement agency E.g. Police for use in assisting with investigations.
3. The Approved Provider, Nominated Supervisor / Responsible Person on duty to investigate situations that may have occurred.

Storage of Footage

CCTV footage is kept at the District Council of Karoonda East Murray Council office for a period of up to 5 days.

MANAGEMENT

Management will comply with current CCTV Australian laws, to ensure:

- All staff and educators have been notified in writing about the surveillance devices at the Service
- Clear expectations of staff and educators in the workplace and their responsibility for upholding the Service's privacy obligations have been discussed
- All cameras are clearly visible
- Signs are placed at the entrance of the Service to advise staff, families and visitors about the surveillance
- Cameras are not installed in private areas such as bathrooms or shower areas
- Maintenance and upgrades of cameras are conducted as required
- Cameras are positioned to ensure the most effective coverage
- Compliance with the Privacy Act, including handling of any personal information
- CCTV Footage is kept secure and destroyed or de-identified when it is no longer required
- Confidentiality is maintained at all times
- The correct time and date are covered
- A request to view a recording is in accordance with Australian law

DOCUMENT CONTROLS:

MALLEE KIDS CHILD CARE POLICY	
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Responsible Officer	General Manager Corporate & Community
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Author (to whom changes are to be recommended)			
Position	Incumbent		
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General Manager Corporate & Community	Katrina Fromm	September 2019	
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<p>This is a policy of the District Council of Karoonda East Murray for the operation of the Mallee Kids Child Care service and will be available for inspection at Mallee Kids Child Care at 12 North Terrace, Karoonda or via the service website, www.malleekids.com.au .</p>			