

				Doc Name:	CHEC-CCTV-002
<p style="text-align: center;">CCTV Operation and Management Framework</p> <p style="text-align: center;">Coffs Harbour Education Campus (CHEC)</p>				LOP no.	002
				Version Number	03

Purpose:	<p>The purpose of this document is to provide an agreed local operating framework that CHEC partners will follow for:</p> <ul style="list-style-type: none"> A) The management and access of CCTV footage at the Coffs Harbour Education Campus (CHEC). B) Operational responsibilities and accountabilities of the campus CCTV infrastructure.
Scope:	<p>All CHEC partners are bound by the procedures and responsibilities in this document and its attachments without exemption, unless specified by legislation. This document and procedures do not replace an organisational CCTV policy or procedure. The scope of this document covers:</p> <ul style="list-style-type: none"> A) Process to access CCTV footage from the Coffs Harbour Education Campus shared CCTV system. B) Operational responsibilities of the Coffs Harbour Education Campus shared CCTV infrastructure.
Exclusions:	<p>This document does not contain policy or procedures for the following:</p> <ul style="list-style-type: none"> a) Financial funding or contributions of campus CCTV system Infrastructure or operations. b) Use, destruction or management of CCTV Footage that has been exported and provided to a CHEC partner or third party.

Document Developed by			
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Danika Head	Director, Property Services	SCU	01/11/2024
Nick Simmons	Campus Co-ordinator, CHEC	SCU	01/11/2024
Andrew Meadows	Facilities & Business Manager, CHEC	TAFE NSW	01/11/2024

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Document Endorsed & Approved by

Endorsed By	Position/ Committee:	CHEC Partner:	Date:
Bill Colby	Senior Manager, Protective Security and Resilience	TAFE NSW	13-12-2024
Travis Marsh	Manager, Security Maintenance and Logistics	NSW DOE	13-12-2024
Allan Morris	Vice President, Operations	SCU	30-01-2025
	CHEC Executive Committee	SCU/TAFE NSW /NSW DOE	19-02-2025
	CHEC Finance & Properties Committee	SCU/TAFE NSW /NSW DOE	19-03-2025

Document History

No.	Effective Date	Approved By	Amendment
01	01/11/2024	CHEC CMPW Committee	Initial Draft for CHEC Partner internal Review.
02	13/12/2024	CHEC CMPW Committee	Editorial Corrections, Footage Request form and RACI Defined.
03	30/05/2025	CHEC CMPW Committee	Appendix A: Added delegated approvers from each organisation authorised to approve changes to their respective list of personnel permitted to view and release CCTV footage.

Governance	Details
Related Policies	Southern Cross University CCTV Policy TAFE NSW CCTV Policy & Procedure. NSW Department of Education CCTV Policy
Accountable Body	CHEC Finance and Properties Committee
Document Review Period	Annual – 12 months from last endorsement date

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1. Overview:

CCTV Cameras are located throughout the CHEC campus within shared and partner specific areas. All Cameras are integrated into a central campus CCTV recording and management solution.

2. Operational Responsibilities:

2.1 CCTV Footage Management and Accountability:

Access and management of CCTV Footage at CHEC is managed by TAFE NSW.

2.2 CCTV System Infrastructure

CCTV System infrastructure is managed by Southern Cross University.

2.3 Division of Responsibilities

Division of responsibilities and accountabilities, including who is to be informed and who is to be consulted for CCTV system operations at the CHEC campus is as per Appendix (F).

3. CCTV Footage Management

Key Principles:

- Access to the CCTV platform is to be via an individual user account only. User access can be established through an enquiry to CHEC Facilities Management.
- Use of unauthorised CCTV Equipment, infrastructure and solutions across the campus is prohibited.
- Each CHEC organisation is fully accountable to comply with their organisations policies, union agreements, state and federal legislation with respect to all items and procedures in this document.
- Where CCTV footage has been released to a CHEC partner, the receiver is responsible and liable for the use, distribution, retention and destruction of the CCTV footage that has been provided to them.
- Requests for release (export) of CCTV footage will only be actioned upon completion of a CCTV footage release form, authorised by a delegated campus representative as listed in Appendix (A).
- Requests for viewing or release of CCTV footage by 3rd party tenancies or hirers of campus facilities that are not members of TAFE NSW, NSW Department of Education or SCU will be managed by TAFE NSW Facilities Management in accordance with TAFE NSW policies.

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4. Viewing CCTV Footage

This section applies to the process of reviewing CCTV footage that has not been exported from the campus CCTV system.

- Upon a request to review CCTV footage, Tafe NSW CHEC Facilities will ascertain if there is footage available in the location and timeframe advised.
- CCTV footage viewing can only be conducted by an organisations authorised representative(s) as listed in Appendix (A).
- Each organisation is responsible for keeping the list of authorised representatives current.

5. Release of CCTV Footage

This section applies to the process of exporting CCTV footage from the campus CCTV system and providing it to a CHEC partner or 3rd party.

- Where police make a request for CCTV footage, campus authorised delegates for release of CCTV footage will be notified and follow their organisations policies and protocols. An exemption to this will be an active police incident.
- A CCTV release request form must be fully completed and endorsed by the organisations authorised representative(s) as listed in Appendix (A).
- Each organisation is responsible for keeping the list of authorised representatives current.

5.1 Processing CCTV Footage Release Requests

On receipt of a completed and authorised CCTV Release request form, TAFE NSW Facilities will:

- Verify that the person is authorised to receive the footage.
- Check to see if there is a camera within the specified area.
- Ascertain if there is footage available.
- If footage is not available, respond to the requester, notifying the reason that footage is not available (e.g. No camera coverage in the area) and complete the relevant section of the request form.
- If footage is located, this should be immediately copied to a secure location to ensure there is no loss of footage for campus records.
- Footage files should be named with the site, incident type and date (eg. Coffs Harbour, CHEC, Incident type & Date YYYY-MM-DD)

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- Provide the footage to the requester via an appropriate and secure medium in alignment with the policies of the requester. (Refer to the operation manual of the CCTV system to complete the export/copy footage functions)
- Complete relevant sections of the request form once the request has been actioned.
- Complete relevant sections in the CCTV footage management logbook.
- Provide email notification to all Authorised persons listed in Appendix (A), within 24 hours of CCTV footage being released. (Refer to Appendix D for the notification email template)

6. CCTV Infrastructure Changes

All new installations, upgrades, or extensions of CCTV systems or infrastructure at the Coffs Harbour Education Campus must undergo consultation among the three partners and be reviewed by the CHEC Operational and Technical Committees. Proposals will then be escalated to the CHEC Finance and Property Committee for final approval. Routine repairs or standard replacements with similar equipment are exempt from this process.

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Appendix A – Authorised Persons

The authority to approve changes to the list of authorised persons within Appendix A, for each respective organisation, is delegated to the following persons:

Organisation	Position/Title	Name
TAFE NSW	Senior Manager, Protective Security and Resilience	Bill Colby
SCU	Director, Property Services	Danika Head
SCU	Head of Coffs Harbour Campus	Les Christidis
NSW DOE	Principal, Coffs Harbour Senior College Director of Education and Learning – Coffs Harbour	

1. Viewing CCTV Footage.

The following persons are authorised by their organisation to review and view CCTV footage stored on the CHEC Campus CCTV system:

Organisation	Position	Name	Email	Contact number
TAFE NSW	BM & Business Op's Mgr CHEC	Andrew Meadows	Andrew.Meadows5@tafensw.edu.au	0474 810 421
TAFE NSW	Regional Security Manager (Security operations)	Danny Williams	danny.williams31@tafensw.edu.au	

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TAFE NSW	Snr manager, Security & Resilience	Bill Colby	bill.colby@tafensw.edu.au	0472 841 645
SCU	Coffs Harbour Campus Coordinator	Nick Simmons	Nick.simmons@scu.edu.au	0451 052 653
SCU	Head Of Coffs Harbour Campus	Les Christidis	Les.Christidis@scu.edu.au	Ph. 0447 652 387
SCU	Director, Property Services	Danika Head	Danika.head@scu.edu.au	02 6620 3789
SCU	Vice President, Operations	Allan Morris	Allan.Morris@scu.edu.au	0428 791 047
SCU	Senior Facilities Officer	Ken Crawford	Ken.crawford@scu.edu.au	0428 791 047
NSW DOE	Principal	Samantha Hutton	samantha.hutton@det.nsw.edu.au	0419408283
NSW DOE	Deputy Principal	Scott Breen	Scott.breen2@det.nsw.edu.au	0431050884
NSW DOE	Deputy Principal	Joshua Stewart	Joshua.Stewart25@det.nsw.edu.au	0413980181
NSW DOE	Head Teacher/Deputy Principal	Helen Rook	Helen.rook@det.nsw.edu.au	0266593054
NSW DOE	Business Manager	Veronica Bryant	veronica.bryant@det.nsw.edu.au	0266593054

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2. Release of CCTV Footage

The following persons are authorised by their organisation to request and receive a copy of CCTV footage from the CHEC campus CCTV system:

Organisation	Position	Name	Email	Contact number
TAFE NSW	BM & Business Op's Mgr CHEC	Andrew Meadows	Andrew.Meadows5@tafensw.edu.au	0474 810 421
TAFE NSW	Regional Security Manager (Security operations)	Danny Williams	danny.williams31@tafensw.edu.au	0407 751 749
TAFE NSW	Snr manager, Security & Resilience	Bill Colby	bill.colby@tafensw.edu.au	0472 841 645
SCU	Coffs Harbour Campus Coordinator	Nick Simmons	Nick.simmons@scu.edu.au	0451 052 653
SCU	Head Of Coffs Harbour Campus	Les Christidis	Les.Christidis@scu.edu.au	Ph. 0447 652 387
SCU	Director, Property Services	Danika Head	Danika.head@scu.edu.au	02 6620 3789
SCU	Vice President, Operations	Allan Morris	Allan.Morris@scu.edu.au	0428 791 047
SCU	Senior Facilities Officer	Ken Crawford	Ken.crawford@scu.edu.au	0428 791 047

  COFFS HARBOUR SENIOR COLLEGE  		Doc Name:	CHEC-CCTV-002
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NSW DOE	Principal	Samantha Hutton	samantha.hutton@det.nsw.edu.au	0419408283
NSW DOE	Deputy Principal	Scott Breen	Scott.breen2@det.nsw.edu.au	0431050884
NSW DOE	Deputy Principal	Joshua Stewart	Joshua.Stewart25@det.nsw.edu.au	0413980181
NSW DOE	Head Teacher/Deputy Principal	Helen Rook	Helen.rook@det.nsw.edu.au	0266593054
NSW DOE	Business Manager	Veronica Bryant	veronica.bryant@det.nsw.edu.au	0266593054

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Appendix B – CCTV Footage Release Form
 Refer to file: “CHEC CCTV Request Form V0.2.pdf”

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Appendix C – CCTV Log Book

Refer to file: “CHEC CCTV Footage Release Log - V.01”

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Appendix D –Email Template – Notification of CCTV Footage Release

To: *(All Persons listed in Appendix A, Section 2)*

Email Subject Line: *Notification of CHEC CCTV Footage Release – (Date of Release)*

Email Body:

Please be advised that CCTV footage has been released from the CHEC Campus CCTV system

Date of Release: *DD/MM/YYYY*

Released to: *Organisation Name*

CCTV footage exported includes footage from the following locations:

Building(s):

Regards: *Sender*

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Appendix E. – Legislation and Policy Reference

Item	Title	Description
Legislation	Privacy and Personal Information Protection Act (NSW) 1998	Establishes a framework for the management and protection of personal information held by New South Wales public sector agencies.
Legislation	<i>Government Information (Public Access) Act 2009</i> (GIPA Act) (NSW)	Establishes a framework for how agencies should proactively release information, make decisions on access requests, and manage sensitive or exempt information. The Act emphasizes a presumption in Favor of disclosure, unless there are overriding public interest considerations against it.
Legislation	Privacy Act 1988 (Federal)	The <i>Privacy Act 1988</i> is Australia's federal legislation that governs the handling of personal information by Australian government agencies and private sector organizations
Legislation	Workplace Surveillance Act 2005 (NSW)	Regulates how employers in New South Wales can monitor employees through surveillance methods such as cameras, tracking, and computer use monitoring.
Legislation	Surveillance Devices Act 2007 (NSW)	Regulates the use of surveillance devices, such as listening devices, cameras, and tracking devices, to protect individuals' privacy.

CHEC CCTV Operation & Management RACI v0.1	SCU	Tafe NSW	NSW DOE	CHEC F&P Committee
Version: 0.1 Date:13/12/2024				
Operations				
Daily operations				
CCTV Footage review and viewing facilitation.	C,I	R,A	C,I	C,I
CCTV Footage incident retention, after an authorised request.		R,A		
CCTV Video release once an authorised request has been received	I	R,A	I	
Maintenance and Management of CCTV footage logbook		R,A		
Report CCTV Maintenance and system issues	I, C	R,A	I	
CHEC Partner Notification of CCTV footage release	I	R,A	I	
CCTV Camera Maintenance				
CCTV Camera Maintenance (Reactive & Preventative)	R,A	I, C		
CCTV Camera Field of View Obstruction Cleaning	I	RA		
Camera Network Cabling	R,A	I		
Camera Re-Positioning or Focusing	R,A	I,C	C	
Camera Repair / Replacement	R,A	I		
Camera, Server and system health monitoring - Monthly	R,A	I		
Compliance Audit				
CHEC CCTV Policy Annual Review	R,A,C	R,A,C	R,A,C	I
User Access Audit	R,A	I, C	I, C	
Cyber Security Audit	R,A	I	I	
CCTV Infrastructure Configuration & Provisioning				
CCTV Server/Storage Maintenance	R,A	I,C	I	
CCTV Storage Retention Change	R,A	I, C	I, C	
CCTV Network Connectivity	R,A	I		
CCTV Platform Configuration	R,A	I,C	I	
CCTV Platform workstation Configuration and Maintenance.	R,A	I		
Prevent remote access to system & footage (Cyber Security Management)	R,A	I	I	
Provision user access to the CCTV Platform	R,A	I,C		
CCTV Infrastructure Specification	R,A	I, C	I, C	
CCTV Camera Location Specification	R,A	I,C	I, C	
Co-ordination of Requests for Additional CCTV Cameras	I, C	A &R	I, C	
Coordination of CCTV Infrastructure for Additional cameras.	R,A	I, C	I, C	
CCTV Infrastructure procurement (Servers, Cameras etc)	R,A	I, C	I	I,C

In a RACI matrix, there are four levels of accountability, each of which corresponds to one of the letters in the name. The levels are:	
Responsible	Those who are assigned the "Responsible" level do the work to achieve the task. For every task or deliverable, there should be at least one role with this level of responsibility.
Accountable (sometimes known as Approver)	Those who are assigned the "Accountable" level are those that are ultimately answerable for the correct and thorough completion of the deliverable or task. They are also the ones who may delegate the work to those who are "Responsible". In other words, an "Accountable" must sign off or approve the work that a "Responsible" does. For every task or deliverable, there must be only one role with this level of responsibility.
Consulted (sometimes known as Counsel)	Those who are assigned the "Consulted" level are those whose opinions are sought during the work to complete the task or deliverable, or who help to review the result of the work to ensure it meets the necessary goals. They are typically subject matter experts or those who may be directly impacted by the work; and two-way communications with them are usually maintained throughout the work process.
Informed	Those who are assigned the "Informed" level have no required work to support a task or deliverable, but are usually kept up-to-date on work progress. Or they may only be notified once the work or deliverable is completed. Typically, communications with those in an "Informed" role are purely one-way from those who are Accountable or Responsible. Typically, communications with those in an "Informed" role are purely one-way from those who are Accountable or Responsible.