



CODE OF PRACTICE

Darwin, Casuarina, Palmerston, Parap, Alice Springs Closed Circuit Television System (CCTV)



INTRODUCTION

CCTV is operating in Darwin, Casuarina, Palmerston, Parap, and Alice Springs. The CCTV system forms part of a package of measures introduced by the Northern Territory Government to tackle crime and anti-social behaviour in the Northern Territory. The installation of the CCTV system has been funded under the Territory Government's Anti-Social Behaviour Initiatives and the Australian Government's Safer Suburbs Plan.

In terms of public safety, correctly designed CCTV systems can be of considerable importance to the effectiveness of police response to crime and antisocial behaviour. For CCTV to have an impact on crime, extensive coverage is necessary with wide utilisation of Pan Tilt and Zoom (PTZ) type cameras. It must also be fully integrated with Police Command, Communication, Control, Computer and Intelligence (C4I) strategies.

The success of such systems can be achieved by monitoring the images live and directing police to a crime as it happens. The CCTV operators can conduct active monitoring using pan, tilt and zoom functions to conduct virtual patrols. Images can be continuously recorded at a quality and standard suitable for tendering as evidence in the courts.

It is also essential to maintain public trust and confidence in the use of such CCTV systems. CCTV in Australia generally enjoys the support of the public even though it does intrude, to some degree, into the lives of persons going about their lawful day to day business. The key to maintaining this support is ensuring that CCTV is used responsibly with effective information and privacy safeguards.

ABOUT THIS CODE OF PRACTICE

This Code of Practice contains the standards in accordance with which the Darwin, Casuarina, Palmerston, Parap and Alice Springs CCTV System (the CCTV System) is managed and operated. It defines the overall operational and administrative practices associated with the CCTV System.

The overall objective of the Code of Practice is to ensure good practice standards are applied by Northern Territory Police, Fire and Emergency Services (NTPFES) in maintaining and operating the CCTV System and that public confidence is fostered by demonstrating that NTPFES take this responsibility seriously.

This Code of Practice is supported by the Northern Territory Police Force Code of Conduct and Ethics which applies to all Police Officers including those directly involved in CCTV monitoring duties at the Peter McAulay Centre CCTV Control Room.

CHANGES TO THE CODE OF PRACTICE

This Code of Practice will be reviewed by the NTPFES to monitor its effectiveness.

PURPOSE AND USE OF CCTV SYSTEM

The purpose of the CCTV System is to increase public safety as part of the overall policing strategy to reduce the incidence, and increase the detection of crime and

antisocial behaviour in the Darwin, Casuarina, Palmerston, Parap, and Alice Springs regions. As part of that purpose, the CCTV system is used to provide high quality evidence to prosecute those persons who commit crimes and antisocial behaviour. A further purpose is to increase the perception of safety in the monitored areas and reduce the fear of crime among business owners and the community.

CHANGES TO THE CCTV SYSTEM

Minor changes to the CCTV System may be made with the agreement of the Assistant Commissioner Crime and Support Service. An example of a minor change may be the relocation of a small number of cameras to provide for displacement in crime hotspots or the minor upgrading of technology.

A major change to the CCTV System will take place only after consultation with relevant stakeholders and upon the agreement of the NTPFES Executive Management Team. An example of a major change would be the installation of further cameras or the relocation of a significant percentage of the existing cameras.

SYSTEM OWNERSHIP

NTPFES retains ownership of the CCTV System including all systems and equipment. NTPFES retains ownership and copyright of all CCTV images produced by the CCTV System and all documentation pertaining to the CCTV System. The privacy and information management responsibilities of NTPFES in relation to the system are outlined further in this document.

Enquiries about access to CCTV images should be directed to the Information Access Section, NTPFES telephone 8985 8930, or at PO Box 39764, Winnellie, NT 0821. Enquiries of a technical nature regarding the CCTV system should be directed to the CCTV System Administrator, NTPFES on telephone 8922 3563 or at PO Box 39764, Winnellie NT 0821.

SYSTEM DESCRIPTION

The CCTV System consists of five surveillance nodes (Darwin CBD, Casuarina Precinct, Palmerston CBD, Parap Precinct and Alice Springs CBD), a central data storage node and a purpose built secure control and monitoring centre at the Peter McAulay Centre (the PMC CCTV Control Room). 28 cameras in the Darwin CBD, 49 cameras in the Casuarina Precinct, 33 cameras in the Palmerston CBD, 11 in the Parap Precinct and 40 in the Alice Springs CBD provide the PMC CCTV control room staff with high quality live images with which to conduct virtual patrols and actively track incidents as they occur. Police resources can be directed to these incidents to investigate and deal with them as necessary.

116 of the cameras are of a "day/night" PTZ type, suitable for capturing high quality images under very low light conditions. The PTZ cameras are housed in an environmental dome which provides all weather protection for the camera. Leading edge technology has been used to ensure maximum resolution and picture quality. Data communications within the CCTV System are encrypted and protected by firewalls to ensure confidentiality and privacy are maintained.

The CCTV System is fully scalable with the expectation that it will be expanded in the future to provide coverage of other public locations where crime and antisocial behaviour is prevalent.

The CCTV System is operational 24 hours per day, 7 days per week, all year round and provides a recorded history of all images from all cameras for a minimum of 30 days. Images will be retained for longer periods if they are required in relation to investigation of crime and for use in court proceedings. The CCTV system software is an IndigoVision product known as Control Centre and provides a high level of security and evidence integrity for images, using digital signatures and watermarking technology.

CAMERA LOCATIONS

Cameras are located in the following locations, which have been determined based on NT Police statistics for known crime and antisocial behavior hotspots:

Darwin CBD:

- Mitchell Street, from Herbert Street to Daly Street.
- Smith Street Mall.
- Smith Street, from McLachlan Street to Daly Street.
- McLachlan Street, from Mitchell Street to Smith Street.

Casuarina Precinct:

- Trower Road, from Dripstone Road to Bradshaw Terrace.
- Dripstone Road, from Trower Road to Bradshaw Terrace.
- Bradshaw Terrace.
- Scaturchio Street.

Palmerston CBD:

- Temple Terrace, from Chung Wah Terrace to Roystonea Avenue.
- Chung Wah Terrace, from Temple Terrace to The Boulevard.
- The Boulevard, from Chung Wah Terrace to Roystonea Avenue.
- Palmerston Bus Interchange.
- Palmerston Water Tower area.
- Palmerston Skate Park.
- Palmerston Circuit.

Parap Precinct

- Stuart Hwy Parap Rd Intersection
- Parap Road
- Cnr of Parap and Gregory Rd
- Vickers Rd
- Urquhart Rd
- Median areas in and around Parap Markets

- Todd Mall
- Todd st
- Hartley st
- Gap Road
- Parsons st
- Gregory st
- Leichhardt tce
- Wills tce
- Post Office Laneways
- Stott tce
- Bath st

The PTZ cameras have been installed at an approximate height of 5 metres to maximize surveillance coverage and image quality whilst minimising any susceptibility to vibration or vandalism.

MANAGEMENT OF CCTV SYSTEM OPERATIONS

Control and monitoring of the CCTV System cameras is conducted from the purpose built PMC CCTV Control Room at the Peter McAulay Centre. Access to this room is restricted to monitoring staff and their supervisors.

Monitoring staff are bound by strict confidentiality and conduct requirements through their employment conditions. Selection and recruitment of these staff is in accordance with extant NT Police recruitment procedures.

All monitoring staff are fully trained in how to operate the CCTV System, including confidentiality and privacy requirements. Use of the CCTV System for purposes other than those detailed in this document will bring the system into disrepute. Inappropriate use of the CCTV System by monitoring staff, including use for personal or entertainment reasons, would breach the code of conduct and ethics of the Northern Territory Police Force and may result in significant disciplinary action being taken against those involved in such use.

Standard Operating Procedures (SOPs) documenting the processes and procedures for the CCTV Control room have been implemented. This includes the use of an Operator's Log to document all activities related to the operational use and maintenance of the CCTV System, including the copying of image data to the Incident Data Storage System or DVD.

STORAGE OF IMAGES/PROTECTION OF EVIDENCE INTEGRITY

All images are date, time and geographic location stamped for evidential purposes and to ensure that they can be easily located on the server.

In accordance with NTPFES Retention and Disposal Schedules, all "Primary" images captured by the CCTV system are stored for a minimum period of 30 days. For redundancy purposes, these "Primary" images are simultaneously stored on a server at their relevant surveillance node (Darwin, Casuarina or Palmerston) for an

identical period. After this period has elapsed, these “Primary” images are deleted automatically by the system as part of a cyclic process.

At any time during the 30 day period, images that are required for criminal investigation or evidentiary purposes are exported to the Incident Data Storage System or to a DVD as an “Original” image (identical binary copy of the “Primary” image). The authenticity of “Original” images (for evidentiary purposes) is guaranteed by the authentication process utilized by the Indigovision software during export, which utilizes digital watermarking technologies to detect tampering or manipulation of the images.

“Original” images required for criminal investigations/prosecutions or evidentiary purposes in court are retained until they are no longer required for these purposes. Images not required for these purposes are retained for 90 days and then deleted. Disposal of images is managed by the CCTV System Administrator.

RELEASE OF IMAGES AND PRIVACY CONSIDERATIONS

The CCTV System is operated with respect for the privacy of members of the public, including their right to conduct their lawful business without undue surveillance. The *Information Act* of the Northern Territory defines CCTV images as “information”, and therefore the collection, management and release of images from the CCTV System is undertaken in accordance with the *Information Act*.

In particular:

- The recording, storage and disposal of images is undertaken in accordance with the NTG Records Management Standards and the *Information Act*.
- The release of information (Images) is managed by the Information Access Section in accordance with the *Information Act and Police Administration Act*.
- The CCTV System has a high level of data security, utilising encryption, digital signatures and watermarking technology, to protect privacy and image integrity.
- Security of printed images and data media (server hard drives, DVDs etc) is ensured by existing police physical security procedures.
- Clear signage informing members of the public of the presence of CCTV cameras, identifying NTPFES as the owner of the CCTV System and providing contact details for accessing information are located throughout Darwin, Casuarina and Palmerston.
- CCTV Cameras are not used for surveillance of private residences, unless there is reason to suspect serious criminal activity is occurring, or about to occur, at such a residence.
- To further protect privacy, zone blanking, (private areas are not visible to monitoring staff), is enabled on private residences in the surveillance arc of all CCTV System cameras.
- Audio is not recorded at any CCTV camera location.

Monitoring staff will undertake their responsibilities, particularly those relating to confidentiality and privacy, in accordance with the following NTPFES policies:

- Access to NTPFES Information Holdings Policy.
- Information Sharing, Privacy and Confidentiality Policy.
- Computing & Communications Policy and Standards.
- Code of Conduct and Ethics of the Northern Territory Police Force.

COMPLAINTS

Complaints regarding the CCTV System should be provided in writing to NTPFES at PO Box 39764, Winnellie, NT 0821. Any such complaints will be forwarded to Superintendent Crime Support Division in the first instance. An acknowledgement of the complaint shall be provided to the complainant within 7 days of the receipt of the complaint by Superintendent Crime Support Division.

Complaints related to the CCTV System design or physical capability will be actioned within Crime Support Division.

Complaints relating to how the CCTV System has been operated or used will be on-forwarded to Professional Standards Command (PSC) for action. Where the complaint involves a privacy matter or an issue related to the handling of personal information, it will also be on-forwarded to the Assistant Director, Information Management, Chief Information Officer Branch.