

P104 – SECURITY CAMERA (CCTV) PROCEDURE



Procedure owner	Committee
Approved by	Committee of Governance
Date approved	03.08.2026
Next review	2 yearly, or as needed.
Related documents	Privacy Policy, House User Code of Conduct, Child Safety Policy, OH&S Policy, Complaints Policy, Records Management Policy, Facilities Policy

1. Purpose

Leongatha Community House has installed external security cameras to help keep people, property and the building safe. This policy explains where the cameras are, what they do and don't record, who can look at the footage, how long we keep it, and how someone can raise a concern or ask for a copy of footage about themselves.

We want the House to feel welcoming, not watched. Cameras are one small part of how we keep the place secure, and this policy is here to make sure they're used openly and proportionately.

2. Scope

This policy applies to all committee members, staff, volunteers, placement students, contractors, hirers, program participants and visitors.

It covers external cameras only. Leongatha Community House does not operate cameras inside the building, and no internal cameras will be installed without a further decision of the Committee of Governance and an update to this policy.

3. Why we use cameras

The cameras are in place to:

- deter and help investigate vandalism, graffiti, break-ins, theft and damage to the building, grounds and the community bus;
- support the safety of people arriving at and leaving the House, including outside business hours and during evening programs;
- assist in responding to incidents, safety hazards and emergencies on site; and
- provide evidence to the police or our insurer where an incident has occurred.

The cameras are not used to monitor staff or volunteer performance, to track attendance or hours, or to monitor individual participants.

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4. Camera locations and coverage

Cameras are installed at the following external locations:

Camera	Location	Area covered
1		
2		
3		

Cameras are positioned and angled so that:

- they capture only Leongatha Community House land and the immediate approaches to it, and are adjusted to avoid or mask views into neighbouring private property, homes and back yards;
- they do not cover toilets, change areas, or any space where a person would reasonably expect privacy, including the immediate exits from those spaces; and
- they do not cover areas set aside for confidential conversations or private outdoor meetings.

Audio is not recorded. All microphone functions are disabled. Recording a private conversation without consent is an offence under the Surveillance Devices Act 1999 (Vic), and audio adds nothing to the security purpose above.

5. Notice and signage

Clear signs are displayed at each entrance to the site advising that external CCTV is in operation, and naming Leongatha Community House as the operator with a contact point for enquiries.

The existence of the cameras is also noted in:

- the Volunteer Handbook and staff induction;
- room hire agreements and hirer information; and
- participant enrolment or welcome information.

Anyone can ask for a copy of this policy at reception or on the website.

6. Access to footage

Access to live views and recorded footage is restricted to:

- the Manager; and
- one nominated back-up — the President of the Committee of Governance.

Access is by individual password. Passwords are not shared, are not written down in shared locations, and are changed when a person with access leaves the role. Recording equipment is kept in a locked cabinet in a locked room.

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Staff, volunteers and committee members without nominated access must not view, copy, download, photograph or share footage.

Footage is viewed only:

- to investigate a specific reported or suspected incident;
- to respond to a request from Victoria Police, our insurer, or another authority with a lawful basis for the request;
- to check that the system is working;
- to confirm that after-hours access to the building is limited to approved bookings or programs; or
- to respond to a request from a person for footage of themselves (see section 8).

Every occasion on which footage is viewed, exported or disclosed is recorded in a CCTV Access Register noting the date, who viewed it, the footage period, the reason, and what was done with it.

7. Disclosure to others

Footage may be released outside the organisation only:

- to Victoria Police, where footage is reasonably necessary for the investigation of an offence. Requests should be made in writing where practicable; where police attend and request footage urgently, the Manager may release it and record the officer's name, station and the reason in the Access Register;
- to our insurer or legal advisers in connection with a claim or dispute;
- where required by law, subpoena or a regulator; or
- with the consent of the identifiable people in the footage.

Footage is never posted on social media, shown to the public, used in promotional material, or shared with a complainant or other third party as a way of "settling" a dispute. Requests that fall outside the categories above are referred to the Committee of Governance.

8. Requests by individuals for footage of themselves

A person may request access to footage in which they appear by writing to the Manager. We will respond within 30 days.

Where footage shows other identifiable people, we will generally not release it, because doing so would disclose their personal information. Instead we may offer to describe what the footage shows, allow supervised viewing, or blur other people where we have the capacity to do so.

Where we refuse access we will explain why in writing and advise how to complain.

9. Retention and deletion

Footage is retained for 30 days and then automatically overwritten.

Footage that relates to a specific incident, insurance claim, police matter, complaint or child safety concern will be exported and held separately in secure storage until the matter is finalised, then deleted. Where footage relates to a child safety incident, it is retained in line with our child safety record-keeping obligations rather than the 30-day rule, and is not deleted while it may be needed for an investigation or reportable conduct process.

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Exported footage is stored in a restricted-access folder in the House's Google Workspace, accessible only to the people named in section 6.

10. Children and young people

Programs at the House involve children and young people, and they will be captured by the external cameras as they arrive and leave. Footage of children is treated as sensitive. It is not used for any purpose other than those in section 3, is not shown to other participants or families, and is not used in promotion or training. Any footage relevant to a child safety concern is handled under our Child Safety Policy and reporting obligations, and is preserved rather than overwritten.

11. Staff and volunteer consultation

Because the cameras capture staff and volunteers arriving, leaving and working outside, changes to camera locations, coverage or use are matters for consultation. The Manager will consult staff and volunteers before any new camera is installed, any camera is repositioned, or the purposes in section 3 change. This reflects the consultation duty under the Occupational Health and Safety Act 2004 (Vic).

Concerns about the cameras can be raised with the Manager, or with the President of the Committee of Governance if the concern involves the Manager.

12. Complaints

Anyone who believes the cameras are being used contrary to this policy may complain under the House's Complaints Policy. As a state-funded organisation, complaints about the handling of personal information can be escalated to the Office of the Victorian Information Commissioner (OVIC).

13. Breaches of this policy

Misuse of footage — including viewing without authority, sharing footage, or using footage to monitor an individual — is a serious matter and may result in disciplinary action, ending of a volunteer placement, or termination of a hire agreement.

14. Review

This policy is reviewed every two years, and additionally whenever cameras are added, moved or upgraded, or if the House considers internal cameras.

15. Related legislation and standards

- Surveillance Devices Act 1999 (Vic)
- Privacy and Data Protection Act 2014 (Vic) and the Information Privacy Principles
- Occupational Health and Safety Act 2004 (Vic)
- Victorian Child Safe Standards
- Charter of Human Rights and Responsibilities Act 2006 (Vic)

**Leongatha
Community House**

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