

CCTV Guide

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Legal obligations

Licensed venues located in the Brisbane City Council area, authorised to trade past 1am, are required by the *Liquor Act 1992* and the Liquor Regulation 2002 to operate CCTV and to do so in accordance with described standards. These legislative requirements and standards may have been imposed on other venues located in other parts of the state as a condition of licence.

This guide has been designed to assist all licensees to adopt best practice standards for CCTV systems, including those licensees referred to above.

Legislative standards are recognised and incorporated within the guide; however, licensees must at all times ensure that they are complying with the law. If there is any inconsistency between this guide and imposed legislative standards or licence conditions, the legislative standards and licence conditions must be followed.

Cameras and lighting

At entries and exits

- Licensees who trade after 1am within the Brisbane City Council area, or who have a specific condition on their licence in relation to CCTV, must ensure that CCTV cameras cover each entry and exit.
- At each entrance and exit of the premises providing access for patrons, the equipment must be installed in a way that clearly records:
 - all patrons entering or leaving the premises
 - interactions between the patrons and a crowd controller or staff of the premises.
- These cameras should use a lens that will provide a recording that will enable the person(s) to be identified. See 'Identity and recognition standards' in Figure 1.

In the venue

- Cameras should be positioned throughout the venue to record any incident that occurs. Although this may not be a legislative requirement or licence condition, additional CCTV cameras inside a venue could help to protect a licensee from liability claims.
- Incidents that have occurred in the past should be taken into account when positioning internal cameras.
- A wide-angle lens may be used to cover a large area of the venue, but details captured by internal cameras should be sufficient to recognise each person. See 'Identity and recognition standards' in Figure 1.

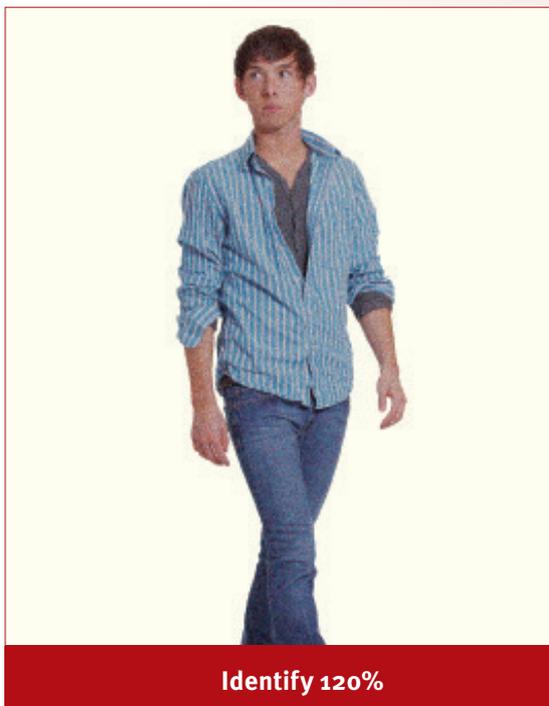
External vicinity

- Cameras should cover the external vicinity of each entrance/exit to a radius of 10 metres.
- These cameras should provide a recording sufficient for persons to be identified. See 'Identity and recognition standards' in Figure 1.

Lighting and other environmental factors

- Adequate lighting levels must be maintained to achieve the appropriate recording standards.
- Flaring and other problems caused by inadequate lighting conditions or other environmental factors that obscure a person's features should be addressed.
- See 'Recordings that would fail the standard' in Figure 2 for common problems and possible solutions.

Figure 1 – Identity and recognition standards.



With the figure now occupying at least 120 per cent of the screen height, picture quality and detail should be sufficient to enable the identity of an individual to be established beyond reasonable doubt.



When the figure occupies at least 50 per cent of screen height, viewers can say with a high degree of certainty whether or not an individual shown is the same as someone they have seen before.

Figure 2 – Recordings that would fail the standard



Silhouette occurs when extremely high and low light levels are within the scene. Frequently occurs at entrances with indoor cameras facing outdoors. Keep light levels even across the scene to ensure good contrast.



Flare on a camera occurs when bright light falls directly on the camera and causes colours to lack saturation, appear washed out and lose detail. Change the camera's position or add a camera lens hood.

Cameras

- All cameras should be digital.
- Depending on the lighting conditions, infra-red cameras may be required.
- Each camera should be chosen to best make use of the available lighting.

Frequency

- Six frames per second (6 fps) is considered a sufficient standard.
- Where CCTV is required legislatively or under a licence condition, the CCTV equipment must be operational and recording during the specified times (see below). In such instances, it is not acceptable for the CCTV equipment to be 'motion triggered'—the equipment must be recording at all times.

Camera views

- Cameras should be positioned so that their view is not obstructed in any way.
- Consider the effect of CCTV operations when mounting promotional, temporary or permanent signage.

Recorded times

- Licensees must comply with recording times where these are determined by legislation or licence conditions.
- At a minimum, the recording should begin no later than 8 pm and finish no earlier than one hour after closing.
- Venues should operate cameras for additional periods based on risk assessment. For example, a venue that is close to a sporting ground may choose to start recording prior to the event commencing.

Display

- Images must be recorded with the correct time and date.
- It is suggested that the camera ID also be embedded into the image.



Storage, retention and availability

- Recordings of CCTV footage must be retained for a minimum period of 28 days (the retention period).
- When an incident has been identified, the CCTV footage should be archived and retained for a minimum of one year after the retention period unless it is given to police or an Office of Liquor and Gaming Regulation (OLGR) investigator earlier.
- If CCTV footage is given to a police officer or OLGR investigator, it must not be destroyed by the licensee until the officer or investigator has given a written notice to the licensee confirming that the recording is viewable.
- CCTV footage should be made available on request by a police officer or an OLGR investigator.
- CCTV recordings required to be made legislatively or under a licence condition can only be viewed by a police officer, an OLGR investigator, a licensee and an approved manager.

Deletion

- Where no incident has been identified, the CCTV footage must automatically be deleted within 30 days after the retention period.

Archive

- If an incident occurs at the venue, CCTV footage for the period leading up to, during and following the incident must be archived.
- CCTV footage must also be archived if requested by a police officer or an OLGR investigator.
- Archived footage must be made available on request by a police officer or an OLGR investigator.

Copies

- CCTV footage must be made available to police or an OLGR investigator on CD, DVD or USB flash drive.
- There must be functionality to select footage to be copied based on the date, time and the camera that recorded the footage.
- It is desirable that the CCTV system can export a single image in a common digital format such as JPG, PNG, TIF or BMP.

Software

- It is desirable that the footage is formatted so that it can be played in Windows Media Player or other freely available software. Alternatively, footage must be supplied with viewing software.

Onsite support

- CCTV equipment required legislatively or under a licence condition is not to be operated by anyone other than a licensee or approved manager.
- The licensee or an approved manager must be available at all times to perform duties relating to the CCTV system.

Emergency plan

Power failure

- The CCTV system must continue to record for at least 15 minutes during a power outage.
- The CCTV system should automatically start recording after recovering from an extended power outage.

System failure or inoperative

- Those venues required by the Liquor Act or their licence conditions to operate CCTV must cease to serve liquor and must close the premises if CCTV is not operational or not recording at any time between 1 am and the ordinary closing time.
- If CCTV becomes inoperative at any time in any venue, the risks should be assessed and the necessary precautions, such as employing additional staff, should be taken.
- Where risks are high, venues should employ additional staff or close the premises.

Security and privacy

Recording location

- The system that stores footage must be kept in a secure area that has limited access.

Access

- Only a licensee or person authorised by a licensee can access the secure place where CCTV recordings must be kept in accordance with legislative or licence condition requirements.
- Footage must only be viewed by the licensee, approved manager, police officer or an OLGR investigator.
- It is suggested that a password be set on CCTV equipment to:
 - view any footage recorded on the system (this does not include live footage)
 - copy or archive footage
 - access any file management or system settings.

Audit trail

- A good practice is to maintain a log of all file management operations including archiving, copying and deleting. Licensees should ensure that this log cannot be deleted.
- The log should be reviewed regularly by the licensee or an approved manager. Irregularities should then be addressed.

Patron information

- Signage must be on display at the entrance to the a licensed premises alerting patrons that CCTV is installed.

Other privacy issues

- No copies of CCTV footage may be created for entertainment, personal use or commercial use.
- Only police or OLGR investigators may leave the premises with copies of CCTV footage.
- Recording and viewing of recorded CCTV footage must be for the purposes of security and safety only.

CCTV management plan

Supplier/installer

- A licensed provider of security equipment should be employed when selecting or installing the CCTV system.
- The expertise and experience of the provider should be sought in order to ensure the capability of the CCTV system meets the standards set out in this guide.

System maintenance

- A suitable company or individual should be contracted for maintenance and repair work.
- A company should be chosen that has the capacity to work during the operational hours of the venue.
- A service level agreement should be entered to ensure that repairs may be carried out at short notice.

System check

- The system should be checked no later than 12.30am during each trading period by the licensee or approved manager to ensure the system is functioning correctly.
- Licensees who trade after 1am within the Brisbane City Council area, or who have a specific condition on their licence in relation to CCTV, must do the following (during the trading period) every day that the licensed premises is open for business:
 - Check that CCTV equipment is working properly no later than 12.30am.
 - Record the following details when checking equipment
 - › *date and time the equipment was checked*
 - › *name of the person who checked the equipment*
 - › *whether the equipment was operating effectively.*
- If the CCTV equipment is not operating effectively, or it otherwise malfunctions, arrangements for its repair must be made within 48 hours. At this time, the licensee must also record the:
 - date and time the equipment malfunction was identified
 - name of the person who identified the malfunction
 - details of the arrangements made to repair the equipment.

Six-monthly CCTV equipment certification

- At least every six months, CCTV equipment (and any related device) must be checked and certified by an appropriately qualified person.
- An appropriately qualified person is someone who has the qualification(s), experience or standing appropriate to perform the function. It must be the person who holds a current security equipment installer's licence.
- To check if your appropriately qualified person holds this licence, search the security provider register at www.qld.gov.au. The security equipment installer licence is issued by the Office of Fair Trading under the *Security Providers Act 1993*.
- The certification must be recorded in a register, that must be produced for a police officer or OLGR investigator on request. A register template is available at www.business.qld.gov.au/liquor-gaming.
- The certification must detail the equipment is able to:
 - record images clearly
 - store each recording made by it for at least 28 days
 - store each recording made by the equipment for at least one year
 - produce a digital copy of each recording stored on the equipment or device.

System administration

- The licensee or an approved manager should be the system administrator.
- The system administrator should:
 - create and manage passwords
 - carry out any changes to system settings
 - approve alterations to cameras or lighting.



CCTV Checklist

Legal obligations	Standard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Liquor Act 1992 and Liquor Regulation 2002 Conditions of licence	Practices adopted meet legal requirements	<input type="checkbox"/>	<input type="checkbox"/>
Cameras and Lighting	Standard		
At entries and exits	Able to identify patrons entering or exiting and any interaction with staff	<input type="checkbox"/>	<input type="checkbox"/>
In the venue	Sufficient to view and to recognise persons	<input type="checkbox"/>	<input type="checkbox"/>
External view	Radius of 10 metres and able to identify persons	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	Should enable quality to be achieved	<input type="checkbox"/>	<input type="checkbox"/>
Camera	Digital	<input type="checkbox"/>	<input type="checkbox"/>
Frequency	Minimum 6 fps (frames per second)* recording continuously, not motion triggered	<input type="checkbox"/>	<input type="checkbox"/>
Camera views	Not obstructed by any permanent or temporary impediments	<input type="checkbox"/>	<input type="checkbox"/>
Recording and playback	Standard		
Recorded times	At a minimum operate from 8 pm to one hour after close of business Extend hours to meet risks	<input type="checkbox"/>	<input type="checkbox"/>
Display	Correct time/date and camera ID embedded	<input type="checkbox"/>	<input type="checkbox"/>
Storage	Minimum retention period of 28 days	<input type="checkbox"/>	<input type="checkbox"/>
Deletion	If no incident recorded, automatically delete within 30 days after retention period Where incident recorded, archive and retain for a minimum of one year after the retention period	<input type="checkbox"/>	<input type="checkbox"/>
Archive	Archive on request and protect from deletion	<input type="checkbox"/>	<input type="checkbox"/>
Copies	CD, DVD, USB memory stick for police and OLGR investigators Able to be selected by camera(s) and time	<input type="checkbox"/>	<input type="checkbox"/>
Software	Windows Media Player or must come with viewing software	<input type="checkbox"/>	<input type="checkbox"/>
Access	Licensee or approved manager to be available at all times	<input type="checkbox"/>	<input type="checkbox"/>
Emergency plan	Standard		
Power failure	Record for 15 minutes	<input type="checkbox"/>	<input type="checkbox"/>
System failure or inoperative	Licensees with CCTV as a licence condition should cease service of liquor and close All venues should assess risks and take necessary precautions	<input type="checkbox"/>	<input type="checkbox"/>
Security and privacy	Standard		
Recording location	In a locked area that stops unauthorised access	<input type="checkbox"/>	<input type="checkbox"/>
Passwords	Needed to access recordings or adjust settings	<input type="checkbox"/>	<input type="checkbox"/>
Audit trail	Logs of all recordings copied and/or manually deleted Logs to be checked regularly by management	<input type="checkbox"/>	<input type="checkbox"/>
Patron information	Signage clearly visible at entry	<input type="checkbox"/>	<input type="checkbox"/>
Privacy	Equipment and recordings to be used only for security	<input type="checkbox"/>	<input type="checkbox"/>
CCTV management plan	Standard		
Supplier/installer	Select on qualification, reputation and licence Seek advice on CCTV system	<input type="checkbox"/>	<input type="checkbox"/>
System maintenance	Have maintenance and emergency service arrangements	<input type="checkbox"/>	<input type="checkbox"/>
System check	Daily licensee or approved manager	<input type="checkbox"/>	<input type="checkbox"/>
System administration	Duties to be assigned to a delegated approved manager	<input type="checkbox"/>	<input type="checkbox"/>

* Please refer to legal obligations on front inside cover of this guide.

