

POLICY/PROCEDURE NAME & REVIEW PROCESS	CAMERA SURVEILLANCE POLICY This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	QUALITY AREA 4- STAFFING ARRANGEMENTS 4.2 PROFESSIONALISM MANAGEMENT 4.2.1 Professional collaboration 4.2.2 Professional standards
NATIONAL LAW AND REGULATIONS	170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> Code of conduct policy Code of conduct declaration record Complaints record. Dealing with complaints policy
SCOPE OF POLICY	This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.
AIM OF POLICY	To ensure that our service has strong guidelines, procedures, and practices in place regarding the use of surveillance cameras in the service. Our aim is to be transparent to all to ensure the safety, wellbeing and protection of all children who attend the service. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.
SERVICE IMPLEMENTATION	Implementation Our service is committed to ensuring that personal information it collects by surveillance camera systems is handled in accordance with the Privacy Act 1988 (Privacy Act) and comply with the Australian Privacy Principles. This service uses surveillance camera systems to monitor and record activity for a range of purposes, including to provide a safe and secure space for our staff, families and children and the general public, and for property protection and crime prevention. Appropriate signage has been installed in the immediate or general vicinity of cameras to inform you that cameras are operating. <ul style="list-style-type: none"> All cameras will be installed and updated and serviced by qualified, licensed, and reputable third-party contractors. Cameras are only installed in accordance with relevant Commonwealth, State and Territory laws. Cameras are clearly visible and not concealed in any way. Security, storage, and retention footage is stored securely and will only be viewed and accessed by authorised people: <ul style="list-style-type: none"> Regulatory department officers if requested due to an incident in the service. Approved provider nominated supervisor and management for the purposes of training and investigation. Police in the process of investigation for child protection. It is retained in accordance with the Public Records Act 2002, which in most cases is 30 – 90 days, unless it is required for official purposes, or as a public record. Disclosure footage may be disclosed to third parties in accordance with IPP11. Reasons for disclosing information include: <ul style="list-style-type: none"> For law enforcement purposes. For official investigations. Where individuals have agreed to the disclosure of their information. Where it is necessary for the health, safety or welfare of individuals or public health reasons. When otherwise required by law, including under the Right to Information Act 2009. Public request for access: <ul style="list-style-type: none"> You may apply to access your personal information, including surveillance camera footage, under the Right to Information Act 2009 and Information Privacy Act 2009. Applications must be made to the Nominated Supervisor.

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Owner	Fishbowl Pty Ltd				
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- Your request must be in writing.
- It must be for a lawful purpose.
- It must involve and the parent /guardian 's child directly and only their child.
- It can only be viewed at the service under the operation of the nominated supervisor.
- The recording may not be recorded again using a mobile phone.
- Complaints about the way surveillance camera footage is collected, stored, used, or disclosed If you believe that the service has breached your privacy in relation to surveillance footage containing your image, you may make a privacy complaint to the nominated supervisor or approved provider.
- Your complaint will be investigated in accordance with the services complaints policy and procedure.
- If you are not satisfied with the services response, or the service has not responded to your complaint within 45 business days, you may refer your privacy complaint to the Office of the Information Commissioner (OIC).

The cameras will be located in the following areas

- Car park
- Hallways
- reception area
- Children's rooms (Excluding Bathrooms)

The cameras will not be located in the following areas:

- Toilets.
- Staff room
- Storerooms
- Laundries.
- Office
- The CCTV recording system operates in real mode, monitoring the centre continuously 24 hours a day, 7 days a week throughout each year.
- The service may rely on CCTV recordings to investigate alleged breaches of policies, laws, regulations, and standards. Any such investigation will be carried out in accordance our complaints procedure and fair work investigative processes.
- Where an incident has occurred or an allegation is made, the nominated supervisor may review recorded CCTV to find out what happened and who was involved. This may include views before, during and after the incident to ascertain events and to confirm or support any allegations.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.

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	<ul style="list-style-type: none"> Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures. Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements. Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will ensure the policy is kept up to date with current legislation, research, and best practice. Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure.

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	<ul style="list-style-type: none"> ▪ Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. ▪ Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. ▪ Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. ▪ Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> ▪ Conducting regular reviews and updates of this policy with all stakeholders. ▪ Actively seeking feedback from children, families, and staff members. ▪ Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
KEY TERMS	<ul style="list-style-type: none"> ▪ Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> ▪ Australian Children's Education & Care Quality Authority. ACECQA ▪ Code of Ethics ▪ Education and Care Services National Regulations. ▪ Education and Care Services National Law Act 2010. ▪ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. ▪ Guide to the National Quality Framework. ▪ National Quality Standard. ▪ United Convention on the Rights of the Child ▪ OIC website at www.oic.qld.gov.au ▪ The Privacy Act - Home (oaic.gov.au)

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