

# **Guidelines for Body Corporate Committee regarding use of CCTV**

## **24 April 2024<sup>i</sup>**

### **1.0 Background**

The purpose of this document is to outline the use of CCTV by the Body Corporate Committee. It does not cover the use of CCTV by the Caretaker.

At the 2021 AGM, the following motion was presented.

#### **13. Limited Access to CCTV Transmissions and Files**

For privacy and security reasons, there is a need to formalise a policy to ensure that access to CCTV live footage and stored files is to be limited to the Building Manager and the Facilities Manager. Historically, some Committee Members have had live access to the CCTV camera footages and residents had access to some camera images via the TV system. However, in 2020 these arrangements were discontinued to avoid potential security and privacy issues. Residents and the police are able to access footage in relation to relevant issues via the Building Manager.

The Body Corporate voted NO to this motion by a margin of:

**YES 40 NO 132 ABSTAIN 4**

Whilst the vote was overwhelming, the vote does indicate some concern within the community about access to CCTV. Given that the Body Corporate has accepted that there is benefit to the Building if members of the Committee have access to CCTV, it is incumbent of the Committee to ensure CCTV is used appropriately. These guidelines, therefore, are consistent with Queensland legislation, reflecting the ways in which Aurora Tower CCTV can be used by the Body Corporate Committee.

### **2.0 Purpose of CCTV**

CCTV is installed at The Aurora Tower for the purposes of

- property protection
- prevention of crime
- public and resident safety
- crime investigation and enforcement
- identification of causes of damage and enabling compensation for damage
- identification of anti-social / dangerous behaviour
- monitoring of by-law infringements (or similar)

Follow up of incidents (or the quick response to an emerging incident) is essential. This is especially important over weekends and for those who do not normally reside in the building to ensure those responsible for any damage are advised of the costs associated with the incident as soon as possible.

CCTV has been shown to deter crime, providing high levels of comfort for residents and owners regarding their security and value of their property. Knowledge that CCTV is active can result in an improved community image, making the building more desirable for owners and renters.

### **3.0 CCTV coverage**

CCTV is installed in common areas including

- carparks
- external access points (including roof access and street access)
- external boundaries
- sensitive building assets
- lifts

CCTV may also be temporarily installed to investigate issues. In these circumstances, cameras may be installed in any part of the common property to identify the cause of damage or misuse which may result in damage or inconvenience to the ongoing operation of the building.

The presence of CCTV in common areas is signed regularly throughout the building.

### **4.0 Access to CCTV**

Following the 2021 AGM in May and the decision by the Body Corporate to not restrict CCTV to the Caretaker Building Manager and Facility Manager, the Body Corporate Committee authorises members of the committee, for only the purposes identified in Section 2.0 above, to access the CCTV system

When accessing CCTV authorised individuals are expected to act in an honest and legal manner and treat all live and recorded images in an ethical manner and with the utmost of care, respect, and dignity; and interact with all stakeholders in a timely, courteous, and cooperative manner.

### **5.0 Request to obtain CCTV information**

A Lot Owner (as the owners of the CCTV) can request one of the Authorised individuals to access CCTV images on their behalf to pursue an issue relevant to one of the purposes listed above in Section 2.0. A tenant will need to request permission first from the lot owner to access CCTV. The request to the Committee must be in writing (including email) and this request recorded.

### **6.0 Sharing CCTV images**

CCTV images may only be used for the purposes listed above, including advising and educating the Body Corporate community with respect to those purposes. In cases where images will be used to pursue criminal or civil investigations, images which can identify an

individual can be passed on to the appropriate entities (eg. Police or Aurora Tower Building Manager). Where images are being used for educational purposes, individuals must not be able to be identified. If in doubt consult with other committee members.

## **7.0 Storage and retention**

Images extracted for purposes identified above can be retained for use in investigating incidents. CCTV images will ordinarily be retained for 3 months.

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### **References**

video-surveillance-in-a-body-corporate.pdf

[https://www.justice.qld.gov.au/\\_data/assets/pdf\\_file/0009/609894/djag-cctv-policy.pdf](https://www.justice.qld.gov.au/_data/assets/pdf_file/0009/609894/djag-cctv-policy.pdf)

<https://privacy.org.au/policies/cctv/>

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<sup>i</sup> Replaces Guidelines for Body Corporate Committee regarding use of CCTV dated 21 June 2021