

CCTV Policy



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1. Purpose

This policy outlines how WHL utilise closed circuit television (CCTV) equipment in common areas of properties such as apartment complexes and rooming houses.

2. Scope

This policy applies to the use of CCTV that is controlled by WHL and does not extend to the private use of security equipment by renters or Owner's Corporations.

3. Use of CCTV equipment

WHL may install CCTV cameras in the following spaces:

- common areas of rooming houses such as living areas, laundries, and kitchens
- common areas of apartment complexes such as walkways or garages
- any shared facilities in other premises
- outwardly facing entrances and exits

WHL will not install CCTV cameras that can view:

- inside a renter/resident's property or doorway
- in any spaces that would reasonably be considered private, such as bathrooms

4. Privacy and security

- Any CCTV footage captured will only be accessible to relevant WHL staff, password protected and only accessed when necessary for the pursuit of security, legal compliance or safety purposes.
- CCTV may be retained for up to 28 days. If it has been utilised as evidence or forms part of a client file, it may be retained for the same period as the client file.

5. When CCTV footage may be shared

- CCTV will not be shared with the public or media outlets at any time
- CCTV footage will not be supplied to renters to assist in resolving civil disputes or interpersonal issues
- CCTV footage may be shared with police to assist in a criminal investigation, this will require a formal request from police directly

- CCTV footage may be submitted to the Victorian Civil and Administrative Tribunal (VCAT) as evidence for a hearing. This may result in any adjoining parties accessing the footage as a necessary means of pursuing actions under the Residential Tenancies Act 1997 (Vic).
- CCTV may be shared when required under mandatory information sharing programs, such as issues involving child protection matters or family violence issues.
- WHL are not liable for any inability to obtain CCTV due to IT or hardware issues, or any delays that arise from accessing CCTV systems.

6. Legal compliance

WHL complies with all relevant provisions arising from the Surveillance Devices Act 1999 (Vic) to ensure the protection of renter privacy. Cameras will only capture footage in spaces where a person would reasonably expect to be publicly observed.

WHL handles all CCTV in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles Codes and treats any footage with the requisite sensitivity.

7. Reviewing

This policy will be reviewed every two years or when changes to legislation or best practice guidelines occur.