Australian Capital Territory

Corrections Management (CCTV) Policy 2026

Notifiable instrument NI2026–120

made under the

Corrections Management Act 2007, s14 (Corrections policies and operating procedures).

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1 Name of instrument

This instrument is the *Corrections Management (CCTV) Policy 2026.*

2 Commencement

This instrument commences on the day after notification.

3 Policy

I make this policy to facilitate the effective and efficient management of corrections services.

4 Revocation

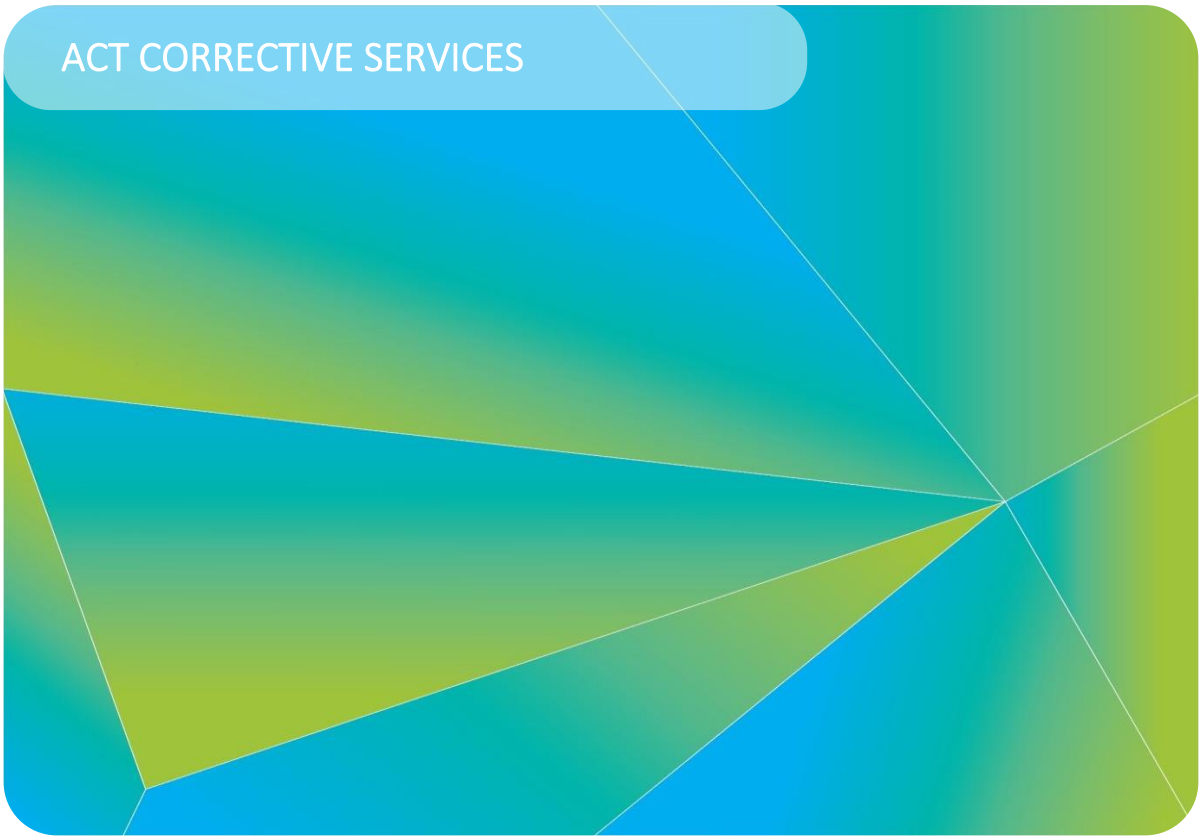
This instrument revokes *Corrections Management (CCTV) Policy 2024* [NI2024-691].

Leanne Close APM
Commissioner
ACT Corrective Services

11 March 2026

CLOSED-CIRCUIT TELEVISION

POLICY NO. 35



ACT Government
Justice and Community

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1. PURPOSE

ACT Corrective Services (ACTCS) is committed to ensuring that the use of Closed-Circuit Television (CCTV) is in accordance with policy, legislative and whole-of-government requirements.

This policy establishes the principles for use, management and oversight of CCTV and hand-held video camera systems within ACTCS. It sets out the principles and authorising environment for surveillance practices that support safety, security and compliance with legislative and human rights obligations.

2. SCOPE

This policy applies to all CCTV and hand-held video camera systems operated or managed by ACTCS across correctional centres, facilities secure escort vehicles and community corrections. The policy applies to ACTCS staff and contractors involved in the operation, maintenance or review of surveillance systems.

The Executive Branch Manager, Corporate Services, may establish operating procedures under this policy.

3. DEFINITIONS

Closed-Circuit Television (CCTV)	A video surveillance system comprising of cameras and associated monitoring and support infrastructure, designed to operate within a closed network. The system is intended for restricted access, allowing viewing and recording only by authorised personnel and designated monitoring stations.
Incident	An incident is an event that may cause a threat to the personal safety of staff, detainees or others and/or presents a threat to the security of ACTCS correctional centres, facilities secure escort vehicles, community corrections, or the safety of the community. This includes triggering events (e.g. use of force, a self-harm attempt) and activities such as escorting detainees, their movement through other areas, and/or their placement in another location.
Logged	Refers to the mandatory, systematic, and written recording of events, movements, and information across ACTCS correctional centres,

facilities, secure escort vehicles and community corrections. These records ensure accountability, security, and the tracing of actions.

4. PRINCIPLES

4.1. ACTCS maintains and operates CCTV in compliance with the following:

a. *ACT Government CCTV Policy*
b. *ACT Government Protective Security Framework*
c. *ACT Public Sector Workplace Privacy Policy*
d. *Australian Standard (AS) 4806.1 – CCTV, Part 1: Management and Operation*
e. *Corrections Management Act 2007*
f. *Human Rights Act 2004*
g. *Information Privacy Act 2014*
h. *JACS CCTV Governance Policy*
i. *Privacy Act 1988 (Cth)*
j. *Public Sector Management Act 1994*
k. *Territory Records Act 2002*
l. *Workplace Privacy Act 2011*.

4.2. CCTV will only be used for legitimate operational purposes, including safety, security, prevention of intimidation or corruption and detection of prohibited items.

4.3. ACTCS will ensure that individuals are informed about the presence and purpose of CCTV through signage and policy documents.

4.4. Surveillance will be proportionate to the risks and operational needs it is intended to monitor and will not be used in areas where there is a reasonable expectation of privacy, such as bathrooms or health treatment rooms.

4.5. ACTCS is committed to ensuring that its CCTV systems are protected against unauthorised access, tampering, or disruption.

4.6. ACTCS may contract the maintenance of CCTV systems to an external service provider.

4.7. CCTV operations will be subject to review to ensure compliance with legal obligations.

4.8. CCTV footage and hand-held video camera footage may be reviewed and used to support preliminary assessments, workplace investigations and use of force reviews, in accordance with relevant policies and legal requirements.

4.9. CCTV surveillance in a correctional centre may be continuously monitored to support safety, security and incident response.

4.10. The retention period for requested CCTV footage is seven (7) years in accordance with the *Territory Records Act 2002*.

5. LEGAL AUTHORITY

Correctional centres

5.1. Section 100 of the *Corrections Management Act 2007* (CM Act) authorises the monitoring of any part of a correctional centre for any activity, including the movement of individuals. Monitoring methods may include direct observation, CCTV and other devices.

5.2. In exercising this function, the ACTCS Commissioner (the Commissioner) must ensure that relevant considerations are appropriately balanced, as outlined in the applicable legislation. This includes:

a. safety of detainees, correctional officers, staff, visitors, and the community
b. need for security and good order within correctional centres
c. benefits of detainees maintaining contact with the community
d. need to protect detainees' privacy
e. prevention of intimidation, corruption, and the commission of offences
f. detection of prohibited items entering at, or leaving correctional centres
g. anything else the Director General considers, on reasonable grounds, to be relevant.

Non-correctional facilities

5.3. The *Workplace Privacy Act 2011* is the legal authority for non-correctional centre monitoring and is governed under the *JACS CCTV Governance Policy* and the *ACT Government CCTV Policy*.

5.4. The Commissioner is responsible for CCTV governance for non-correctional ACTCS locations.

5.5. CCTV systems operating in non-correctional, ACTCS-managed workplaces (e.g. 2 Constitution Avenue (2CA)), form part of the whole-of-JACS CCTV governance

framework. These systems are subject to JACS-wide requirements for CCTV use, storage, retention, access controls, and data security.

5.6. ACTCS is responsible for the provision of regular reporting on the operation of CCTV systems in these environments to the JACS central CCTV governance function, ensuring transparency, compliance, and consistent application of standards across all ACT Government locations where ACTCS manages or operates CCTV.

6. COURT TRANSPORT UNIT (CTU)

6.1. CCTV surveillance occurs in CTU locations of the ACT Courts Precinct but is not managed by ACTCS.

6.2. ACTCS CTU staff maintain live viewing capacity of all operational areas of CTU located at the ACT Courts Precinct from the CTU Control Room.

6.3. Where required, ACTCS will request access to CCTV footage from ACT Courts and Tribunal Building Management.

6.4. The Senior Director, CTU will ensure all incident-related or requested footage is downloaded by an approved staff member, and provided to the Security Systems team, using approved file sharing processes.

7. COMMUNITY CORRECTIONS

7.1. CCTV surveillance of Community Corrections at 2CA will occur to support the safety of staff, offenders and community members.

7.2. All requests relating to CCTV surveillance of Community Corrections at 2CA will be submitted in writing to the Security Systems team, who will attend 2CA to retain requested footage.

7.3. The Commissioner will authorise the locations to be monitored where necessary, and with due regard to the privacy and human rights of staff, offenders and community members.

8. USE OF FORCE

8.1. As per the *Use of Force Policy* and *Hand-Held Video Cameras Operating Procedure*, during a planned use of force a hand-held video camera must always be used, except in exceptional circumstances. Refer to the policies for details on these exceptional circumstances.

8.2. Following any incident that has involved the use of a hand-held video camera, it is the responsibility of the OIC, or Incident Commander if identified, to ensure all hand-held video camera footage is provided to the Security Systems team to be downloaded and logged in line with this policy, within two (2) business days.

8.3. Hand-held video camera footage is to be managed at all times in line with the same principles for CCTV footage as outlined in this policy, including with regard to its access and use.

9. ACCESS TO CCTV FOOTAGE

9.1. Access to CCTV footage and hand-held video camera footage is restricted to authorised staff and managed by the Security Systems team. This provision applies to responsibilities requiring CCTV access beyond the daily operational monitoring performed by custodial officers for safety and security purposes. All access must be formally approved, documented, and logged to maintain security, privacy, and compliance.

9.2. To support incident management processes, live CCTV viewing capabilities are available in designated operational areas of the Alexander Maconochie Centre, including the Master Control Room, Security Unit, Operations Building and the General Manager's Conference Room.

9.3. The Director, Security and Information Systems, will ensure cybersecurity measures are in place to prevent unauthorised access, malware, or tampering.

Access Control Requirements

9.4. The following access control requirements must be followed:

a. authorised roles and their access levels are defined in the **Access Control Matrix** below

b. broader access for operational requirements (e.g. emergency response, investigations) must be approved by either Senior Directors, Accommodation or Operations or an Executive

c. access to CCTV footage from community corrections locations is managed by the Security Systems team. Access requests must be in writing with the appropriate approval. Approval must be provided by the Senior Director, Community Operations, or the Assistant Commissioner, Community Corrections, depending on the operational requirement. The

Security Systems Unit will retrieve and release footage once approval is verified

d. all requests for access to video footage captured through CCTV, body cameras, hand-held cameras, or any current or future ACTCS-approved recording systems, must be submitted in writing to the Security Systems team using the *ACT Corrective Services CCTV User Acceptance Form*
e. where footage is shared externally, the requesting business unit is responsible for recording the sharing event to maintain a documented chain of custody. This can be actioned via email
f. all CCTV and hand-held video camera access logs are maintained by the Security Systems team and can be provided upon request to a Senior Director or higher for governance, audit, or compliance purposes
g. the CCTV and hand-held video camera user access list is reviewed quarterly by the Security Systems team to ensure appropriate and current access controls
h. access is time-bound and granted only for the duration of the operational or legal need
i. any unauthorised access is escalated immediately to the Assistant Commissioner.

Access Control Matrix – CCTV Footage

Role	Access Level	Conditions / Notes
Security Systems Team	Full Access	Retrieve, review, and export footage. Manage systems and maintain audit logs.
Security Unit	View Only	For operational security checks and incident response. Requires logged request.
CO3 (Custodial Officer 3)	View Only	Immediate operational need in assigned area. Must be approved by Senior Director Operations/Accommodation.
CO4 (Custodial Officer 4)	View Only	For investigations or operational oversight.
Senior Directors	View Only	Governance, investigative or critical incident review.
Assistant Commissioner Custodial Operations	View Only	Authorises expanded CCTV access for operational, legal, or emergency needs and emergency incident management, by enabling immediate access when required. Provides oversight and ensures compliance with policy.
Compliance Team	View Only	Access for compliance audits and policy adherence checks.

Litigation Team	View Only	CCTV footage supplied upon formal request. Requires documented chain of custody.
Intelligence Unit	Full Access	For intelligence gathering, investigations, and security threat analysis. Must maintain audit logs.

10. SHARING CCTV FOOTAGE

10.1. When required and approved, CCTV or hand-held video camera footage will be shared securely via approved mechanisms. These mechanisms may differ depending on the recipient and must be approved by the Director, Security and Information Systems.

10.2. Sharing of ACTCS CCTV and/or hand-held video camera footage with external parties/agencies must be directed by the Intelligence Unit or the Office of the Commissioner.

10.3. The footage must be shared where there is a legal requirement to do so, e.g. with ACT Policing, in response to a subpoena, or with the ACT Inspector of Custodial Services for a critical incident review.

11. MISUSE OR COMPROMISE OF A CCTV SYSTEM

11.1. Any unauthorised release, misuse or compromise of a CCTV system or footage may constitute a breach under the *JACS Data Breach Standard Operating Procedure* and should be handled accordingly.

12. GOVERNANCE

12.1. The Commissioner will arrange for an annual audit of CCTV systems in accordance with the requirements of the *ACT Government CCTV Policy*.

12.2. The Senior Director, Information, Security and Business Solutions, is responsible for ensuring that the disposal of CCTV cameras and related technologies is undertaken in accordance with the *JACS Records and Information Management Standard Operating Procedure* and the *JACS Care and Custody of Assets Standard Operating Procedure*.

12.3. The Senior Director, Information, Security and Business Solutions Unit is responsible for conducting an annual review of CCTV system access and auditing all users with approved access. This review must include:

a. **User Access Audit:** Verification that all staff with CCTV access remain appropriately authorised and that access permissions align with current roles and responsibilities.

b. **CCTV Usage Audit:** Examination of how CCTV footage has been accessed and used throughout the year, ensuring compliance with ACTCS policy, privacy obligations, and chain-of-custody requirements.

12.4. A consolidated annual report summarising both audits must be provided to the Commissioner for governance oversight. This report should include findings, identified risks, and corrective actions taken.

13. ASSET AND SOFTWARE PROCUREMENT

13.1. No CCTV-related assets (including cameras, storage devices, or associated infrastructure) or software (including monitoring, analytics, or management platforms) can be procured or implemented without prior approval from the Senior Director, Operations, the Assistant Commissioner, Custodial Operations, or the Assistant Commissioner Community Corrections following consultation and liaison with the Security Systems team. This ensures alignment with ACTCS strategic priorities, technical standards, and cybersecurity requirements.

RELATED DOCUMENTS

- ACT Corrective Services CCTV User Acceptance Form
- ACT Government CCTV Policy
- ACT Government Protective Security Framework
- ACT Public Sector Workplace Privacy Policy 2024
- CCTV Operating Procedure
- Corrections Management Act 2007
- Detainee Requests and Complaints Policy
- Freedom of Information Act 2016
- Human Rights Act 2004
- Incident Reporting, Notifications and Debriefs Policy
- Information Privacy Act 2014
- JACS Care and Custody of Assets Standard Operating Procedure
- JACS CCTV Governance Policy
- JACS Complaints Management Policy
- JACS Data Breach Standard Operating Procedure
- JACS Privacy Policy
- JACS Records and Information Management Standard Operating Procedure

- Privacy Act 1988 (Cth)
- Territory Records Act 2002
- Use of Force and Restraint Operating Procedure
- Use of Force and Restraints Policy
- Workplace Privacy Act 2011

Leanne Close APM
Commissioner
ACT Corrective Services

11 March 2026

Document details

Criteria	Details
Document title:	*Corrections Management (Closed-Circuit Television) Policy 2026*
Document owner/approver:	Commissioner, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	Two (2) years after the notification date. NB: The standard five (5) years review date is too infrequent given the pace of technological and legal change in this area.
Compliance with law:	This policy reflects the requirements of the *Corrections Management (Policy Framework) Policy 2024*
Responsible officer:	Senior Director, Information, Security and Business Solutions Unit

Version Control			
Version no.	**Date**	**Description**	**Author**
V1	November-17	First Issued	
V2	January-19	Reissued	L Kazak
V3	March-26	Updated	A Clarke