

Policy name	Use of CCTV
Policy date	February 2026
Authorisation	Executive Housing & Property
Policy owner	Executive General Manager, Housing Operations
Policy type	Mission Australia Housing Operational Policy
Policy setting	

1 Purpose

1.1 Overview

1.1.1 This policy sets out the principles to be followed when operating Closed Circuit TV (CCTV) in properties managed by Mission Australia Housing (MAH).

1.1.2 Our aim is to ensure a policy that:

- Is fair and transparent.
- Protects the assets managed by MAH; and
- Complies with the specific legal and contractual obligations placed upon MAH by government, funders, and other housing partners; and Complies with Local Government Planning and Building legislation, policy codes and standards and follows the Local Government Planning & Building process

1.2 Coverage

1.2.1 This document is a national policy and covers Mission Australia Housing (MAH), and its entities. All references to Mission Australia Housing, MAH and Housing means MAH and its entities unless specifically stated otherwise.

1.2.2 This policy applies to housing provided by MAH in the jurisdictions of New South Wales (NSW), Tasmania (TAS), Victoria (VIC), Queensland (QLD), Western Australia (WA) and the Northern Territory (NT). Where jurisdiction-based variations exist in policies and procedures, these will be identified in the document.

1.2.3 This policy applies to all forms of housing provided by MAH where CCTV is installed and activated.

2 Scope

2.1 Parts of Mission Australia that this policy covers

- 2.1.1 This policy applies to MAH staff responsible for working with MAH clients, tenants, and properties.

3 Definitions

- 3.1.1 Key terms used in this policy are defined in the following table.

Term	Definition
Authorised Personnel	Any delegated employees of MAH with responsibility for managing access to CCTV systems.
CCTV	A television system that transmits images on a 'closed loop' basis, where images are only available to those directly connected to the transmission system. The transmission of closed-circuit television images may involve the use of coaxial cable, fibre telephone lines, infra-optic cable, red and radio transmission systems.
Tenant	Under state-based residential tenancy and rooming accommodation legislation, a tenant is a person who has entered explicitly into a lease agreement. The term is used more broadly in this policy to refer to tenants and residents under tenancy and rooming accommodation agreements, unless explicitly distinguished.

4 Policy

4.1 Guiding principles

- 4.1.1 Decisions are to be made in accordance with MAH's vision and strategic objectives.
- 4.1.2 Transparent processes enable the organisation to be accountable in all decisions made regarding the use of CCTV.
- 4.1.3 The processes comply with relevant laws and procedures:
- MAH fully complies with the jurisdictional requirements of the states and territories in which it operates.

4.2 CCTV

- 4.2.1 MAH may use CCTV within buildings it owns and manages for the following purposes:
- Assist the Police to reduce crime and/or antisocial behaviour.
 - Assist MAH to identify person(s) responsible for damage and other illegal activity in common areas.
 - Increase perception of and actual safety and well-being of tenants.

- As a crime deterrent

4.2.2 MAH will comply with all legislative requirements when installing and operating CCTV including:

- If required obtain consent from the property owner prior to installation.
- Ensure CCTV cameras are clearly visible to people in the area under surveillance.
- Ensure signage is installed advising people that they may be under surveillance.
- Inform new tenants moving into a property that there are CCTV cameras in the communal areas.

4.2.3 Signage will advise the following;

- Cameras are in operation and footage is recorded 24/7;
- MAH as the owner of the CCTV system; and
- A contact number for enquires relating to the CCTV camera.

4.2.4 Tenants can apply to have their own CCTV installed. Approval will only be granted under following conditions.

- CCTV must be angled only at the tenant's property and not toward any communal areas
- Signage must be installed
- Leasehold properties will require approval from the managing Agent

4.3 Privacy

4.3.1 MAH is committed to ensuring the privacy of individuals are protected.

4.3.2 Access to CCTV footage will be limited to Authorised Personnel.

4.3.3 Authorised Personnel are required to:

- Always act in an honest and ethical manner
- Treat all live and recorded images in an ethical manner and with the utmost care, respect and dignity.

4.4 Installing CCTV Cameras

4.4.1 Effective placement of cameras is critical to the success of using them. Consideration will be given to:

- Lighting levels
- Recommended height above ground and the view from the camera
- Direction of the sun
- Whether private premises would come within the view of the cameras
- Accessibility of the equipment for maintenance proposes
- Potential for vandalism

4.5 Release of CCTV footage

4.5.1 Any request for CCTV footage must be made in writing. MAH will retain records of requests for CCTV footage.

- 4.5.2 Authorised Personnel will view any footage before it is released.
- 4.5.3 MAH will not release CCTV footage to media or other members of the public.
- 4.5.4 MAH will provide CCTV footage to law enforcement agencies to assist with criminal investigations. **See Working with Emergency Services Policy.**
- 4.5.5 Generally, MAH will not provide CCTV footage to tenants, however will provide CCTV directly to police if requested on behalf of a tenant where an active investigation is underway.
- 4.5.6 Disclosure of any personal information within CCTV footage will be made in accordance with **MA Enterprise Privacy Policy.**
- 4.5.7 CCTV records will be stored securely and may be stored for up to 30 days after which time they may be destroyed.
- 4.5.8 Where an incident has occurred at a property and captured on CCTV, CCTV footage will be retained until resolution of the incident or indefinitely depending on the circumstance relating to the incident.

4.6 Information

- 4.6.1 The organisation will keep all records of tenant requests and the decision outcome on the tenant's file in the IT system.

4.7 Decision Making

- 4.7.1 Tenants and other stakeholders who are not happy with a decision made about the use of CCTV can appeal a decision as set out in the **Complaints & Appeals Policy.**

5 Responsibilities

5.1.1 Housing staff, including Housing Officers and Client Service Officers, are responsible for:

- Receiving requests for CCTV footage from tenants and referring requests to Authorised Personnel
- Viewing CCTV footage

5.1.2 Asset staff are responsible for:

- Installing and maintaining CCTV
- Viewing CCTV footage

5.1.3 Team Leaders/Regional Managers are responsible for:

- Approving the release of CCTV footage
- Escalating feedback about this policy to the policy owner and/or policy writer.

5.1.4 The Operations and State Managers are responsible for:

- Ensuring that MAH complies with this policy and associated procedures.
- Recommending any changes to this policy and associated procedures.