

9 June 2011

Dear AHA(WA) Member

Re: CCTV (Closed Circuit Television) Security Systems - Minimum Standards

**What has Changed?**

The Director of Liquor Licensing has recently amended the policy guidelines, *Security at Licensed Premises*, and *CCTV (Closed Circuit Television) Security Systems - Minimum Standards*, to specify what the minimum requirements are for the use of Video footage within licensed premises.

In an effort to facilitate quality of recorded footage, the Office of Crime Prevention at the WA Police have developed a State guideline; *Western Australia Closed Circuit Television (CCTV) Guidelines*. A full copy of these Guidelines may be downloaded from the following website:

<http://www.crimeprevention.wa.gov.au/content.php?page=State%20CCTV%20Guidelines>

For the purposes of this policy and implementation at licensed premises, the *WA Police Preferred Minimum CCTV System Standards* (p13 as attached) are to be adopted and provide guidance on the technical requirements for producing images that are more likely to be of value for investigations.

**Who is affected?**

This policy will affect venues that trade beyond **1am**, or have a specific "*Security at licensed premises*" condition imposed on their licence. If your liquor licence contains any such condition, then you are required to ensure that you are meeting these new minimum standards. (*WA Police Preferred Minimum CCTV System Standards* as attached)

**When do changes occur?**

Any venues that have a new "*Security at licensed premises*" condition imposed upon their licence, will have three (3) months from the date the condition was imposed, to ensure that their CCTV system matches these minimum standards.

All existing licensees with the "*Security at licensed premises*" condition will have until **1 April 2012** to have completed any necessary upgrades which their systems may require.

### Additional requirements

The Policy Guidelines also stipulate that:

- CCTV systems at licensed premises are required to provide clear images of the activities of patrons and staff at each entrance to the licensed premises.
- System installation must be undertaken to industry standards and be carried out by experienced, qualified and licensed security system installers.
- The licensee and approved manager are responsible for the management and storage of the surveillance images and the general effectiveness of the system.
- CCTV images must be kept for a minimum of 14 days and must be made available for viewing and exporting to a suitable facility/format. These images may only be removed by the Police or other persons authorised by the Director of Liquor Licensing.
- The details of any incident that may have been recorded on that CCTV must also be recorded in the Incident Register for the licensed premises.
- Only the licensee, the approved manager, the Police or other persons authorised by the Director of Liquor Licensing, are authorised to access stored images and recordings.

If you require any further information on the new minimum requirements for CCTV systems, please contact Brian Moar at AHA on 9321 7701.

Kind Regards  
Bradley Woods  
CEO/Executive Director





# Policy

## Security at licensed premises

[As amended on 31 May 2011]

### Disclaimer

This Policy is designed to provide information in regard to the subject matter covered, and with the understanding that the Director of Liquor Licensing is not passing legal opinion or interpretation or other professional advice. The information is provided on the understanding that all persons undertake responsibility for assessing the relevance and accuracy of its contents.

## Introduction

Security at licensed premises is a significant public interest issue and one which licensees must give appropriate consideration to, having regard to the nature of their licensed premises. This is particularly so for those licensed premises that trade late at night and which provide entertainment. While many licensed premises already have security arrangements in place and have also installed surveillance equipment for internal and external areas, many other licensees have not as yet invested in these types of security services.

For this reason, applicants in respect of certain types of applications under the *Liquor Control Act 1988* ("the Act"), and existing licensees, where necessary, will be required to have certain security measures in place. Where appropriate, and in accordance with section 64 of the Act, this requirement will be made by way of the imposition of conditions on the licence.

## Conditions to be imposed

Where appropriate, the following conditions will apply –

- Crowd controllers, licensed under the *Securities and Related Activities (Control) Act 1996*, are to be employed at a ratio of two (2) crowd controllers for the first 100 patrons, and one crowd controller for each additional 100 patrons or part thereof.
- Crowd controllers (licensed under the *Securities and Related Activities (Control) Act 1996*), are to be present to monitor the licensed premises and the behaviour of patrons arriving and departing the premises from 8 pm (or the time of opening the premises if after 8 pm), until one (1) hour after trading ceases. While these personnel have no authority over the patrons when they are away from the licensed premises, their presence may assist in the orderly dissipation of patrons once they leave the premises.
- A closed circuit television video ("CCTV") surveillance system\*\*, able to identify individuals and showing times and dates, must be in place and operational within three (3) months of this condition being imposed. It is expected that this system will provide and record continuous images of the entrances and exits to the premises, from 8 pm (or the time of opening the premises if after 8 pm), until one (1) hour after trading ceases.

- Images recorded via the CCTV system must be retained for fourteen (14) days (or such period as the Director of Liquor Licensing specifies) and must be made available for viewing or removal by the Police or other persons authorised by the Director.

\*\* The CCTV system must comply with the requirements identified in the **CCTV (Closed Circuit Television) Security Systems - Minimum Standards** policy.

Licensees are expected to develop and implement a strategy for ensuring that security personnel and crowd controllers are able to effectively and clearly communicate with each other and on duty management throughout the duration of the evening.

## Licensing Procedure

Where necessary, the conditions outlined in this Policy may be imposed upon the licence –

- (a) where an application is made for the grant a nightclub licence;
- (b) where an application is made for the grant of a special facility licence that seeks to trade beyond 1am;
- (c) where application is made for the grant (or renewal) of an extended trading permit that seeks to trade beyond 1am;
- (d) where application is made to add, vary or cancel a condition of an extended trading permit that seeks to trade beyond 1am; and
- (e) on all existing nightclub licences and those special facility licences that trade beyond 1am.

In determining the appropriateness of conditions for special facility licences, the licensing authority will have regard to: the nature of the venue; its location in relation to the surrounding community; the possible impact on that community; the extent and quality of the services to be provided at the premises; and any other factors that the licensing authority considers to be in the public interest.

## Other Legislative Requirements

### *Crowd Controllers*

While the activities of crowd controllers and security agents may be governed by a number of pieces of legislation, the *Securities and Related Activities (Control) Act 1996* provides for the licensing of persons engaged in work relating to:

- property protection;
- investigation or surveillance;
- crowd control; and
- agency services that supply persons to carry out such work.

Licensing of these individuals is undertaken by the Licensing Enforcement Division of the WA Police.

Under the Liquor Control Act, a person who holds a crowd controller's licence and is employed, or contracted to provide crowd control services, at a licensed premises does not automatically have the authority to remove a person from those licensed premises. The crowd controller must be specifically authorised in writing by the licensee or manager to do so, in accordance with section 126C(2) of the Act.

A template example of the written authorisation is attached and can be downloaded from the Department's website at [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au).

## **CCTV Systems**

The *Surveillance Devices Act 1998*, and its associated regulations, regulates "...the use of listening devices in respect of private conversations, optical surveillance devices in respect of private activities, and tracking devices in respect of the location of persons and objects...".

Licensees either considering the use of surveillance systems and various security resources, should familiarise themselves with this legislation.

## **Incident Registers**

Section 116A of the Act requires that the licensee must maintain on the licensed premises a register of incidents that take place at the licensed premises.

For guidance on the requirements relating to these registers, please refer to the Director's policy "*Register of incidents at licensed premises*" which can be downloaded from the Department's website at [www.rql.wa.gov.au](http://www.rql.wa.gov.au).

## **DIRECTOR OF LIQUOR LICENSING**

Effective date: 1 January 2002  
Reviewed: 7 May 2007, 28 July 2009, 31 May 2011

**LIQUOR CONTROL ACT 1988**  
**Section 126C(2)**  
**NOTICE OF AUTHORISATION**

In accordance with the powers given by way of section 126C(2) of the *Liquor Control Act 1988*:

\_\_\_\_\_  
(Name of licensed Crowd Controller)

is authorised to exercise the power to remove a person from:

\_\_\_\_\_  
(Name of licensed premises)

in accordance with sections 115(4)c), 121(7)(b) and 126(3) of the *Liquor Control Act 1988*.

This Notice of Authorisation has effect from the date signed below until it is withdrawn or until such time as the licensed Crowd Controller no longer performs crowd control duties at the above licensed premises, whichever occurs first.

\_\_\_\_\_  
Name of Licensee or Approved Manager

\_\_\_\_\_  
Name of licensed Crowd Controller

\_\_\_\_\_  
Signature of Licensee or Approved Manager

\_\_\_\_\_  
Signature of licensed Crowd Controller

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Please note:** Pursuant to section 126C(3) of the *Liquor Control Act 1988* this authority may be withdrawn at any time by notice in writing given to the crowd controller by the licensee or approved manager.



# Policy

## CCTV (Closed Circuit Television) Security Systems - Minimum Standards

[As amended on 31 May 2011]

### Disclaimer

This Policy is designed to provide information in regard to the subject matter covered, and with the understanding that the Director of Liquor Licensing is not passing legal opinion or interpretation or other professional advice. The information is provided on the understanding that all persons undertake responsibility for assessing the relevance and accuracy of its contents.

### Introduction

This document is intended to complement the Director's policy "*Security at licensed premises*" and provides guidance on the minimum standards for Closed Circuit Television (CCTV) systems at licensed premises.

CCTV provides an important tool not only in improving crime risk management but it allows for the proper monitoring of the licensed premises. It may also provide vital evidence if a crime is committed.

In order to maximise the benefits of CCTV, careful consideration must be given to a number of factors including camera placement, lighting, frame rate, resolution, storage, output, etc.

### Minimum Standards

The Western Australia Police note that the quality of recorded CCTV images is a vital element if CCTV is to provide information to support licensees or investigations of crime/unwanted behaviour. In an effort to facilitate quality of recorded footage, the Office of Crime Prevention at the WA Police have developed a State guideline; *Western Australia Closed Circuit Television (CCTV) Guidelines*, which includes the *WA Police Preferred Minimum CCTV System Standards* for CCTV images. These Guidelines have been developed as part of the State Government's commitment to the use of CCTV technology to enhance the capacity of businesses, government agencies, local governments, communities and the public to implement and utilise CCTV in an effective and responsible way.

For the purposes of this policy and implementation at licensed premises, the WA Police Preferred Minimum CCTV System Standards are to be adopted and the Guidelines will provide guidance for licensees on the technical requirements for producing images that are more likely to be of value.

A copy of the State CCTV Guidelines can be downloaded from the following website:

- <http://www.crimeprevention.wa.gov.au/content.php?page=State%20CCTV%20Guidelines>

To accompany those Guidelines, a *Western Australia Closed Circuit Television (CCTV) Technical Advice* document has been developed which provides advice and support on a set of system requirements and technical considerations. That document can be downloaded from the following website:

- [http://www.crimeprevention.wa.gov.au/content.php?page=Western%20Australia%20Closed%20Circuit%20Television%20\(CCTV\)%20Technical%20Advice](http://www.crimeprevention.wa.gov.au/content.php?page=Western%20Australia%20Closed%20Circuit%20Television%20(CCTV)%20Technical%20Advice)

CCTV at licensed premises are required to provide clear images of the activities of patrons and staff at each entrance to the licensed premises.

## **Essential Requirements**

In keeping with the Director's policy on "*Security at licensed premises*", within three (3) months of the security conditions being imposed on a licence or permit, a CCTV system complying with the *WA Police Preferred Minimum CCTV System Standards*, as stated in the Guidelines, must be in place and operational.

For all existing licences containing security conditions, licensees have until 1 April 2012 to ensure their systems comply with the minimum standards outlined in the Guidelines.

System installation must be undertaken to industry standards and be carried out by experienced, qualified and licensed security system installers. For guidance on appropriate installation, licensees can contact the Security Agents Institute of Western Australia on [08] 9427 0814 or email [info@saiwa.asn.au](mailto:info@saiwa.asn.au).

The system supplier should be selected in accordance with reputation and experience, and most importantly, have reliable backup (ie: preferably maintenance and support systems in Western Australia). Systems should be regularly maintained by a licensed technician.

## **CCTV Image Management**

The licensee and approved manager are responsible for the management and storage of the surveillance images and the general effectiveness of the system.

CCTV images must be kept for a minimum of 14 days and must be made available for viewing and exporting to a suitable facility/format. These images may be removed by the Police or other persons authorised by the Director of Liquor Licensing.

The details of any incident that may have been recorded on that CCTV must be recorded in the Incident Register for the licensed premises.

Further, only the licensee, the approved manager, the Police or other persons authorised by the Director of Liquor Licensing, are authorised to access stored images and recordings.

## **DIRECTOR OF LIQUOR LICENSING**

Effective date: 1 January 2002

Reviewed: 7 May 2007, 31 May 2011

## **Contacts:**

For general advice on the implementation and application of the policy on "*Security at licensed premises*", licensees should contact the **Department of Racing, Gaming and Liquor** on telephone [08] 9425 1888 or email [prgl@rgl.wa.gov.au](mailto:prgl@rgl.wa.gov.au)

For advice on the choice of CCTV systems, appropriate installation, and for details of licensed installers and technicians, licensees can contact:

**Security Agents Institute of Western Australia** on [08] 9427 0814 or email [info@saiwa.asn.au](mailto:info@saiwa.asn.au)

**Australian Security Industry Association** on [02] 8425 4300 or email [security@asial.com.au](mailto:security@asial.com.au)

# Western Australia Closed Circuit Television (CCTV) Guidelines

## WESTERN AUSTRALIA POLICE PREFERRED MINIMUM CCTV SYSTEM STANDARDS

	Preferred Minimum Standard
Visual	<ul style="list-style-type: none"> <li>When required, clear recognition of a standard vehicle number plate from the camera position.</li> <li>When required, clear recognition of facial features from the camera position appropriate to the installation.</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>Appropriate to achieve the visual standard at all times (day / night)</li> </ul>
Movement activated lighting	<ul style="list-style-type: none"> <li>Ideally systems should incorporate a movement activated light inside the premises and/or outside the premises to assist in the capture of video and/or images of persons of interest under low light conditions.</li> </ul>
Frame rate	<ul style="list-style-type: none"> <li>10 Frames per second (FPS) (or higher)</li> </ul> <p><i>Frame rate, or frame frequency, is the measurement of the frequency (rate) at which an imaging device produces unique consecutive images called frames. Frame rate is most often expressed in frames per second (FPS) and in progressive-scan monitors as hertz (Hz).</i></p>
Resolution	<ul style="list-style-type: none"> <li>640 x 480 (or higher)</li> </ul>
Camera/s	<ul style="list-style-type: none"> <li>Should support IP cameras as required.</li> <li><i>IP cameras are Closed-circuit television (CCTV) cameras that utilise internet Protocol to transmit image data and control signals over a Fast Ethernet link. As such, IP cameras are also commonly referred to as network cameras. Progressive scan on camera Progressive or non interlaced scanning is a method for displaying, storing or transmitting moving images in which all the lines of each frame are drawn in sequence. Ideally, systems should have at least one camera located at eye level or close to eye level for capturing video and/or images of persons of interest. (Overhead cameras do not satisfy this requirement.)</i></li> </ul>
Embedded Information	<ul style="list-style-type: none"> <li>Time</li> <li>Date, Camera identifier (number / name / position / etc)</li> </ul>
Storage	<ul style="list-style-type: none"> <li>Stand alone storage system (not used for multiple purposes) Digital Held for a minimum of 28 days</li> </ul>
Output	<ul style="list-style-type: none"> <li>At least one composite output</li> </ul> <p><i>Composite video signal is typically connected using an RCA jack, normally yellow (often accompanied with red and white for right and left audio channels respectively). BNC connectors and higher quality co-axial cable are often used in more professional applications.</i></p>
File export	<ul style="list-style-type: none"> <li>One or more of the following: The system must be capable of burning to disk, in a simple operation:               <ol style="list-style-type: none"> <li>The video file; and</li> <li>the playback software required to view the video file</li> </ol> </li> </ul> <p>In reference to (2.) above, "ideal" systems should export footage in a format which can be viewed on a standard Police computer, using readily installable software such as Windows Media Player, Windows Media Player Classic, or VLC Media Player, and should not require complex decoding software to play the footage. Systems which do not meet these requirements should comply with the requirements under "Software" below.</p> <p>The system should be capable of exporting enough footage to portable storage to enable location of the particular incident under investigation. Suitable portable storage should comprise of DVD, CD, external hard drive and/or flash memory in accordance with this requirement.</p>
Software	<ul style="list-style-type: none"> <li>The playback software should:           <ul style="list-style-type: none"> <li>Have variable speed control including frame by frame, forward and reverse viewing;</li> <li>If the video file is from multiple cameras, the software should display single and multiple cameras and maintain aspect ratio i.e. the same relative height and width;</li> <li>Display a single camera at full resolution;</li> <li>Permit the recording from each camera to be searched by time and date.</li> <li>Allow printing and/or saving (e.g. bitmap) of pictures with time and date.</li> <li>The time and date associated with each picture should be legible.</li> <li>Allow export to a removable media in a format that allows replay immediately.</li> </ul> </li> </ul>