



**CITY OF
MELBOURNE**

Safe City Camera Program Policy

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Introduction

Melbourne City Council (**Council**) launched the Safe City Cameras Program (**SCCP**) on 27 February 1997. The SCCP relies on a network of cameras in the City of Melbourne to help to create a safer environment, reduce crime levels by deterring potential offenders and helping in crime detection, and to protect Melbourne's natural and built environment. In 2025, uses of the SCCP were expanded to support City of Melbourne Local Laws and Regulation enforcement. The SCCP is designed to protect the privacy of individuals and comply with Council's human rights obligations.

The Operation of the SCCP

The SCCP area of coverage is a dynamic operating environment. Camera numbers inside the area of coverage change as we endeavour to minimise risks to the community. All cameras are placed in public places in the City of Melbourne. The primary camera locations are shown on the City of Melbourne website.

The SCCP comprises of Pan Tilt Zoom cameras, fixed cameras, Safe City Taxi Rank and Help Point cameras and shared or private cameras.

The majority of SCCP cameras are owned and operated by the City of Melbourne. The City of Melbourne also has entered into agreements with the owners of private or non-Council owned security cameras to gain access to their footage. Footage from these cameras is owned and retained by the owners/operators. The City of Melbourne obtains video footage from these cameras in the same way as the video footage from its own Council owned and operated cameras

Private or non-Council owned camera locations are shown on the City of Melbourne website. Specially trained and licenced security personnel actively monitor the cameras 24 hours a day, 7 days a week.

A Safe City mobile security patrol vehicle fitted with 360-degree CCTV surveillance cameras also operates during busy periods.

Purposes

The purposes of the SCCP are to:

- assist Victoria Police to identify, detect, and respond to crime;
- assist in emergency response; and
- assist Council to identify, respond to and enforce Council local laws and regulations including, but not limited to damage to public or private property and infrastructure, defacement or destruction of the natural environment, acts of public nuisance, and other breaches of local laws leading to costs to ratepayers.

Council's Legal Obligations

Council manages the SCCP subject to the following legal obligations:

Charter of Human Rights and Responsibilities Act 2006: This Act is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves. The Act requires public authorities, such as Council, to act consistently with the human rights described in the Charter of Human Rights. For example, section 13 states that "a person has the right not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and not to have his or her reputation unlawfully attacked". There is more information on human rights on the [website of the Victorian Equal Opportunity and Human Rights Commissioner \(VEOHRC\)](#).

Privacy and Data Protection Act 2014: This Act places obligations on Victorian public authorities, such as Council, when it collects, holds, uses or discloses personal information. Specifically, Council must comply with the Information Privacy Principles (**IPPs**). There is more information on the IPPs and your privacy rights on the [website of the Office of the Victorian Information Commissioner \(OVIC\)](#). For more information on how Council complies with its privacy obligations, refer to Council's [Privacy Policy](#).

Privacy and Security Controls

Council has put the following controls in place to protect the privacy of people who are recorded on an SCCP camera:

- all Council staff members and contractors who have access to the control room must sign a confidentiality agreement;
- there is permanent full-time security on the door to the control room;
- Council will only provide access to the footage to individuals and organisations in specific circumstances (refer to Application to view or obtain a copy of SCCP footage below), and requests must be made in writing; and
- footage is deleted after 28 days.

Application to view or obtain a copy of SCCP footage

SCCP footage of incidents is made available only to authorised police members, Council authorised officers and civilians who meet the below criteria and agree to comply with the requirements for handling, use and return of footage. An application to view or copy footage by a civilian will only be approved if the applicant is:

- a lawyer acting on behalf of a person alleged to have committed an offence(s) which may have footage;
- a lawyer acting on behalf of the Victorian or Australian Government or Statutory Authority against a person alleged to have committed an offence(s) which may have been recorded;
- a lawyer acting on behalf of a person who alleges they have been a victim of an offence which has been recorded; and
- a victim of an offence who will represent themselves in a court of law or tribunal in relation to an offence which may have been recorded. In this instance the applicant must show evidence that there is a matter before the court or tribunal. This evidence could be a copy of the criminal charge or court or tribunal hearing date documentation.
- An individual charged with an offence will represent themselves in a court or tribunal in relation to an offence which may have been recorded. In this instance the applicant must provide evidence to substantiate that the individual has been charged with a criminal offence or has a civil matter before the court or tribunal. This evidence could be a copy of the criminal charge or court or tribunal hearing date documentation.

Footage is kept for 28 days. If no request has been made to view or access footage during this 28 day period the footage is destroyed.

Please note: Council does not provide material about traffic offences or insurance matters.

Freedom of Information (FOI) Requests

FOI requests for SCCP footage are managed by Council's Governance and Legal Branch. Information on how to make an FOI request is available on the [City of Melbourne website](#).

Record keeping

Council maintains records in relation to access to the SCCP Control Room and access to recorded material:

Real time access: Council maintains a record of visitors to the SCCP Control Room and maintains role and system-based access controls. Only staff who are working in the SCCP Control Room or designated personnel are allowed access via their building access pass.

Access to recorded material: Council maintains records in relation to accessing of recorded material. The Video Management System also records all actions of any person who signs into the system, including when cameras are selected and moved or footage is destroyed.

Making a Formal Complaint

Council's Complaint Resolution Policy is managed through the Customer Experience Branch.

Information on how to make a formal complaint is available on the [City of Melbourne website](#).

Storage, Handling and Destruction of Electronic Records

Under the Public Records Act 1973, Municipal Councils are responsible for carrying out a program of records management in accordance with the standards established under section 13 of the Act. Council deletes SCCP footage after 28 days.

Memorandum of Understanding with Victoria Police

Council has established and maintains a Memorandum of Understanding (**MOU**) between City of Melbourne and Victoria Police regarding the operation of the SCCP and the partnership approach to the maintenance of a safe city.

SCCP Audit Committee

The independent SCCP Audit Committee (**Audit Committee**) was established from the inception of the SCCP. There are three independent members on the Audit Committee, including a lawyer and a community representative. In addition, there are two representatives from Victoria Police as program partners and representatives from City of Melbourne who provide operational reports, briefings and the committee secretariat.

The Audit Committees Terms of Reference are published on Councils website.

The Audit Committee meets six times a year and provides an annual written Audit Report to Council. This report evaluates the operations of the SCCP, compliance with the requirements for handling, use and return of footage and Operating Procedures and any recommendations that may arise from the Audit. Audit reports must be published on the City of Melbourne website without unreasonable delay and remain published for five years.

Review of the Safe City Camera Program Policy

The Safe City Camera Program Policy will be made available to the public via Councils website.

The Safe City Camera Program Policy will be reviewed every two years by the Manager, Security Services and in circumstances where a material change is proposed to the Policy.

Related Documents

City of Melbourne policies including:

- [Privacy Policy](#)
- [Customer Complaints Policy](#)
- [Freedom of Information Statement](#)

Related Legislation

City of Melbourne local laws and regulations

Local Government Act 2020

Privacy and Data Protection Act 2014

Charter of Human Rights and Responsibilities Act 2006

Public Records Act 1973

Health Records Act 2001