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# WHC Tenant Use of Surveillance Equipment Policy

March 2025

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<b>Policy Name:</b>	WHC Use of Surveillance Equipment Policy		
<b>Version:</b>	Final		
<b>Approved by:</b>	CFO	<b>Issue Date:</b>	11 March 2025
		<b>Review Date:</b>	31 March 2026

## 1. Policy Purpose

This policy applies to surveillance equipment including Close Circuit Television (CCTV), or other fixed video recording equipment installed to provide security monitoring. Tenants must abide by this Policy, including the installation, usage and data (images) collected by the surveillance equipment at properties owned, managed or leased by WHC.

## 2. Application

This policy applies to surveillance equipment installed by a third party on behalf of a WHC tenant. It is important that WHC tenants obtain written approval before installing any surveillance equipment outside or inside their home.

Use of surveillance equipment, including CCTV, installation and management, must be lawful.

## 3. Policy Statement

### a. Purpose of surveillance

WHC will only consider applications from tenants to install surveillance equipment such as CCTV, when the purpose is:

- i. To enhance security and wellbeing of tenants.
- ii. To deter potential offenders causing physical or psychological injury to WHC tenants, or property damage.

### b. Privacy

If approved, surveillance equipment must be located and positioned in a way that prevents surveillance inside of another tenant's home, and that they do not unreasonably interfere with other people at the location.

Please refer to the WHC Privacy Policy for further information. A copy of the WHC Privacy Policy can be accessed from the WHC website: [www.womenshousingcompany.org.au](http://www.womenshousingcompany.org.au).

### c. Approval and installation of Surveillance Equipment

No surveillance equipment including CCTV cameras may be installed at properties owned and/or managed by the WHC without receiving prior written approval by WHC, using the *Application For Installation Form (Application)* below at page 5. If approved, the tenant will be asked to sign the *Agreement to Use Surveillance Equipment (Agreement)* provided below at page 7.

WHC will consider requests to install surveillance equipment on a case-by-case basis. Approval for a tenant to install surveillance equipment at a WHC managed property commences when both WHC and the tenant applicant both sign the Agreement to use surveillance equipment.

If a third party, such as a domestic violence agency supports a WHC tenant in the application for surveillance equipment under this Policy, the Agreement for use of the equipment is between WHC and the WHC tenant, not the third party.

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There are a number of requirements that the Tenant must agree and adhere to in order to be approved by WHC to install surveillance equipment. Refer to the Tenant Agreement for these requirements.

d. Costs

Tenant's, or a third party acting on their behalf, must pay for the purchase, installation, maintenance, and removal (make good on the property) of surveillance equipment.

e. Signage

Clear and visible signage should be placed at the entrance to the area where the surveillance equipment is installed, and additional signage must be placed close to the site of each device / camera.

f. Storing and sharing recorded images and data

To protect the privacy of individuals, access to recorded images and/or data must be lawful. The capture and use of surveillance material is governed by a few different laws. General information about sharing data captured on a device can be found on the E-Safety Commissioners website at this [link](#).

Tenants are encouraged to speak to their support worker about whether their intended use of surveillance equipment is both keeping the tenant safe and also considers others around the property who may be recorded on the surveillance devices.

Tenants may consider seeking advice about whether their surveillance activity is lawful, respectful and considerate of others attending and residing at the site. The [NSW Surveillance Devices Act 2007](#) is about the installation, use and maintenance of surveillance devices. Not following the law can lead to penalties.

g. Complaints

Tenants who are dissatisfied with WHC decisions about the use of surveillance equipment, can make a formal complaint. The WHC Compliments, Complaints and Appeals Policy can be accessed on the WHC website: [www.womenshousingcompany.org.au](http://www.womenshousingcompany.org.au).

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