
WHC Tenant Use of Surveillance Equipment Policy

March 2025

1 Contents

WHC Tenant Use of Surveillance Equipment Policy	1
1. Policy Purpose	3
2. Application	3
3. Policy Statement	3
a. Purpose of surveillance	3
b. Privacy.....	3
c. Approval and installation of Surveillance Equipment	3
d. Costs	4
e. Signage.....	4
f. Storing and sharing recorded images and data.....	4
g. Complaints.....	4
APPLICATION FOR INSTALLATION OF SURVEILLANCE EQUIPMENT	5
Agreement to Use Surveillance Equipment.....	7

Policy Name:	WHC Use of Surveillance Equipment Policy		
Version:	Final		
Approved by:	CFO	Issue Date:	11 March 2025
		Review Date:	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.

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.

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

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.

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

APPLICATION FOR INSTALLATION OF SURVEILLANCE EQUIPMENT

About this form:

Tenants and their support agencies (third party) can use this form to request approval to instal surveillance equipment at properties owned or managed by Women’s Housing Company.

How to complete this form

1. Ensure that all fields have been correctly filled out.
2. Once completed you can submit this form via email or in person.

Part 1: Site Details

Property Address:

Part 2:

a) Tenant Details

Full Name:

Home Number:MobileNumber:.....

Email address:.....

b) Support Agency Details

Agency Name:

Contact person:

Relationship to WHC Tenant:

Contact Number:.....

Email address:.....

Part 3: Proposed Surveillance Equipment Location and Installation Information

Please describe:

Type of dwelling:

Unit	<input type="checkbox"/>	Free-standing House	<input type="checkbox"/>
Attached House	<input type="checkbox"/>	Single Dwelling	<input type="checkbox"/>

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

Surveillance equipment requested e.g., CCTV camera/s, cabling, remote monitoring, hard drives:
Please specify:

.....

Part 4: Installer/ Contractor Details

Provide details of the person engaged to carry out the proposed works. Tradesperson needs to hold all relevant licences/certificates application.

Organisation/Company Name:
 ABN/ACN:
 Address:.....
 Business Tel No:

Part 5: Lodgement Details

You can lodge your completed application form to your tenancy manager via email or post:

MAIL: WHC Suite 901, Level 9, 418A Elizabeth St, Surry Hills, NSW 2010.

WHC OFFICE USE ONLY

Application Receipt Date: Application Received by:

Work approved by: Signature..... Date.....

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

AGREEMENT TO USE SURVEILLANCE EQUIPMENT

This Agreement is made by Women's Housing Company and Tenant Name _____ and upon signing the tenant has permission to install Surveillance Equipment.

I, tenant name _____ have read the WHC Tenant Use of Surveillance Equipment Policy and agree to adhere to the WHC Use of Surveillance Equipment Policy and understand that:

1. Purpose:
 - Approval to install surveillance equipment in a WHC property is to enhance my security and wellbeing, and/or to deter potential offenders causing physical or psychological injury, or property damage.
2. Permission to Install:
 - Is provided by WHC before installing surveillance equipment.
3. The surveillance equipment specifications & installation:
 - Is optical (image only) surveillance equipment where no sound is recorded; and
 - Is installed by a professional according to manufacturer's instructions.
4. Location:
 - The location of cameras must not violate other tenants' privacy or affect the common areas inappropriately.
 - Surveillance cameras are to be installed or pointed at locations that are clearly visible to people in the surveillance area.
5. Privacy:
 - The surveillance cameras will not capture areas where privacy is expected (e.g., other tenants' apartments, bathrooms, etc.) and must comply with Privacy laws.
6. Ownership and Maintenance:
 - The cost of installation, maintenance, and any costs related to repair or upgrading surveillance equipment is the responsibility of myself or my support agency.
7. Removal of Equipment:
 - If the lease ends, I may be required to remove the surveillance equipment and restore the property to its original condition unless the WHC agrees otherwise.
8. Data Storage and Access:
 - Surveillance data must be managed in accordance with Privacy and other relevant laws.
9. Compliance with Laws:
 - I agree to comply with all local, state, and federal laws regarding video surveillance and data protection. This includes notifying other tenants or residents (if applicable) that surveillance cameras are in use.

I will also consider seeking independent advice about whether my surveillance activity is lawful, respectful and considerate of others attending and residing at the site, and I am aware that not following the law can lead to penalties.

I agree that a copy of this agreement will be stored on my tenant record and that all Women's Housing Company policies are available for me at www.womenshousingcompany.org

WHC Representative/Witness	WHC Tenant
Name	Name
Role	Address
Date	Date

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