



Government
of South Australia

Department of Human Services

Accommodation Services CCTV Pilot – Fact Sheet for Families and Guardians

What?

The Department of Human Services (DHS) Accommodation Services is looking into a pilot of Closed-Circuit Television (CCTV) in some of the homes of people we support.

Where?

A site in southern Adelaide is being considered for the pilot.

Cameras will be installed in the ceilings of indoor common areas and will oversee outdoor entry and exit points. Personal spaces such as bedrooms and bathrooms will not be filmed.

Why?

We are looking to conduct a pilot to explore the acceptability, viability and effectiveness of using visual recording and monitoring in our residential support settings.

This pilot is also in response to suggestions by some families and guardians.

Who?

When it proceeds, the pilot will involve those living at the selected site, as well as their primary contact (family member or legally-appointed guardian) and staff.

It will not cost these parties anything to participate.

When?

The pilot will commence when consents are in place and technology installed in coming weeks and run for three months.

How?

As part of the pilot, visual footage (with no sound) will be continuously recorded to a secure storage device.

Nobody will be watching the footage as it is recorded. It will only be accessed if an incident occurs, and only for authorised staff or other parties to view.

Questions?

Phone 1800 952 962 (then press 3) or email AccomFeedback@sa.gov.au.

Pilot Objective

The pilot will look at:

- Feasibility: is it practical and effective to have visual recording and monitoring of this type in homes supported by Accommodation Services?
- Acceptability: do the people we support feel comfortable with having recording devices capture events in the common areas of homes supported by Accommodation Services?
- Quality and Safety: can recording devices used in this way influence the safety and quality of support at the site?

Technology

The technology will comprise secure, discreet recording devices, or cameras, in the common areas of the pilot sites. These will always be switched on record continuously.

This technology meets the South Australian Government's security and data protection requirements to ensure privacy is maintained.

The footage will be stored securely and access is subject to strict rules.

The pilot will be conducted in accordance with the department's *Workplace Devices Surveillance Policy* around the use of camera monitoring. The policy can be found at www.dhs.sa.gov.au/familyupdate .

Who benefits?

We anticipate the pilot could provide significant benefits for a number of parties. Cameras can offer families and guardians increased confidence in the support we provide.

Other benefits could include greater knowledge about events, better support for staff facing challenging situations, and other learnings across the service.

Who decides which homes have cameras installed?

We are looking into sites suggested by some families and guardians to be involved in this pilot, particularly considering:

- The homes' technical suitability
- Client needs, risk, suitability and consent
- Landlord cooperation

What will happen when the pilot ends?

An independent party will evaluate the pilot, which could involve seeking feedback from the people we support, their families and guardians, and staff.

DHs will consider the outcomes to determine whether recording should continue with existing cameras and be expanded to additional sites in consultation with the people we support, their families or guardians and staff.