

Personalised Transport Fact Sheet

Security cameras in personalised transport vehicles

Who does this apply to?

Taxis, limousines and booked hire vehicles that meet certain risk criteria. In particular where the:

- driver or passenger is anonymous because of rank or hail work, due to the risk of assault
- payment for the journey is made in cash, due to the risk of theft
- payment for the journey is required to be made in person, either via EFTPOS, credit card or other means immediately before, during or after the journey, due to the risk of fare evasion.

Exemptions related to regional and remote areas will continue.

When does it take effect?

The majority of taxis already have approved security cameras. From 1 October 2017 all booked hire vehicles that meet the risk profile must have an approved security camera.

What kind of camera is required?

- Until new camera systems are approved later in 2017 the approved security camera systems must be one of the following:
 - Mark 5 TaxiCam (VerifEye)
 - SnapShot Mark 4 with internal camera model PV3006-001
 - SnapShot Mark 4 with internal camera model PV3006-002
- Camera systems that record images in front of or behind the vehicle, but do not record images or audio inside of the vehicle, will be permitted from 9 June 2017. The government is not regulating the specifications for these cameras, or the downloading of footage from such cameras.
- Taxis and booked hire vehicles are not permitted to have an inward facing camera recording the driver or passengers unless it is an approved security camera as described previously.
- Booked hire vehicles may voluntarily install an approved camera system, but they must have an approved sign on all entry points to the vehicle, and conspicuously placed in the vehicle's interior.

Why do the cameras need to be approved?

Approved camera systems have appropriate privacy protections in place, including requirements for signage so passengers are aware of the cameras before they enter the vehicle, limitations as to the authorised purposes for which recording can be accessed and used, and requirements around security measures and disposal of recordings.

When new specifications are developed will I have to replace my existing camera?

No. The specifications for the systems were reviewed so that the requirements are more flexible and outcomes focused. The new security camera specifications will not affect those security camera systems approved as at 9 June 2017.

What if my camera has a fault?

It is a personalised transport operator's responsibility to inform the Department of Transport and Main Roads (the Department) that an approved security camera system is not fully operational and to arrange for the system to be fixed or replaced.

A Fault Notification Form must be provided to the Department and kept in the vehicle while the system is not operational.

If the camera system cannot be fixed, operators will need to replace the camera system with a currently approved security camera system.

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