

Guidelines for the installation and use of personalised transport security cameras

Updated January 2023

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1. Introduction

The personalised transport security camera program is administered by the Department of Transport and Main Roads (the Department).

An approved security camera system is mandatory in all personalised transport vehicles (taxi, limousine or ride-booking) in a relevant area¹ where the service meets one or more of the following risks:

- The driver or passenger is anonymous (there is a risk of assault)
- The passenger can pay for their fare with cash (there is a risk of theft)
- Payment is made immediately before, during or after the journey (there is a risk of fare evasion).

The information contained in this document is not intended to be a legal resource for stakeholders. In the case of any discrepancy between the information contained in this document and the legislation, the legislation takes precedence.

It is the responsibility of stakeholders to be aware of their legal responsibilities under the:

- [Transport Operations \(Passenger Transport\) Act 1994](#) (the Act)
- [Transport Operations \(Passenger Transport\) Regulation 2018](#) (the Regulation)
- [Transport Operations \(Passenger Transport\) Standard 2010](#).

Check the relevant passenger transport legislation for definitions of terms used in this document.

2. Approved camera systems

The Department approves security camera systems for use in personalised transport vehicles.

Approvals may be made for security camera systems that can record video and audio inside the vehicle. To apply to have a new camera system considered for approval, complete and provide a [Personalised Transport Security Camera System Program approval application](#) form (F5114) and relevant supporting material to the Department.

Please refer to the [Personalised Transport Security Camera Approval Process](#) for more information.

Approved camera systems are published in the Department's website.

Only the security cameras approved by the Department can be used to record video or audio internally in taxis, limousines and ride-booking vehicles.

Other systems (such as dash-cams and mobile phones) that are not approved, are allowed so long as they are externally focused (forward or rear facing) and do not record images or audio of people inside the vehicle. These camera specifications and image downloads are not regulated by the Department.

3. System installation and maintenance

3.1 Installation of approved security camera systems

For information on the installation of approved security camera systems, refer to the relevant approved security camera supplier.

¹ Defined in Schedule 4 of the Transport Operations (Passenger Transport) Regulation 2018

Suppliers of approved security camera systems will be able to recommend camera technicians in your area for camera system installation or maintenance.

3.2 Approved security camera system repair

Approved security cameras should always be fully operational and properly fitted.

Where an approved security camera is not fully operational and requires maintenance, you must:

- complete a [Personalised Transport Security Camera System Fault Notice \(F4760\)](#)
- provide a copy of the fault notice to the Department at personalised.transport@tmr.qld.gov.au
- keep a copy of the fault notice in the relevant vehicle.

A System Fault Notice is only valid for four (4) business days.

Any faulty camera system that cannot be repaired will need to be replaced with another approved security camera system to continue to be compliant with passenger transport legislation.

Suppliers will be able to provide advice on the appropriate camera technician to repair the camera system.

Suppliers are committed to retaining appropriate stock for maintenance and repair of systems in Queensland.

3.3 Displaying approved signs

Personalised transport vehicles that have an approved security camera system installed must have an approved sign displayed at each door of the vehicle and in another place inside the vehicle. The sign must be displayed so that passengers can easily see it.

The current sign to be displayed for an approved security camera system is shown below:



Approved camera suppliers will provide you with the signs for the vehicle when installing the camera system. They can also provide replacement signs.

4. Approved security camera downloads

Images and audio recorded by an approved security camera must only be used for an authorised purpose which relates to the safety and security of people or system maintenance.

An authorised booking entity or an operator may arrange for a security camera download if it meets one or more of the following authorised purposes:

- Examining a complaint about the vehicle, or an event that happened in or near the vehicle.
- Prosecuting, or issuing an infringement notice for, an offence committed.

- A police officer performing their duties.
- There is a requirement for administration of the camera system by a Department officer.
- A manufacturer or supplier of the camera system is carrying out work to maintain or fix the camera system.
- Another purpose permitted or required by law.

"Authorised purpose" is defined in section 202 of the Regulation.

4.1 Who performs a download?

Only authorised persons are permitted to perform a security camera download. The Department authorises approved Download Stations and Download Officers for the operator of a booked hire or taxi service to perform security camera downloads. Queensland Police Service (QPS) officers or other Departmental officers may also perform downloads for an authorised purpose.

4.2 How to establish an authorised Download Station

An authorised Download Station is a fixed or mobile facility used to retrieve recordings from a personalised transport security camera system.

To apply to establish an authorised download station, please complete and return the following to [the Department](#):

- [Personalised Transport Security Camera Program Download Station Application](#) (F5077) and
- [Personalised Transport Security Camera Program Download Station Agreement](#) (F5078).

A Download Station Supervisor must be nominated on the application. The Download Station Supervisor must also apply to be a Download Officer (refer to section [4.3](#)).

The Department will assess privacy considerations and the need for additional download facilities when assessing Download Station applications.

The relevant security camera supplier(s) will provide the necessary software and training to authorised persons who will perform the download of images and audio (Download Officers) free of charge.

Please note that as part of the agreement, the Download Supervisor or another authorised person must notify the Department of any changes in contact details or other general circumstances of authorised Download Officers or Download Station Supervisors.

4.3 How to become an authorised Download Officer

To apply for authorisation to become a download officer, please complete and return the following to [the Department](#):

- [Personalised Transport Security Camera Program Download Officer Application](#) (F5176) and
- [Personalised Transport Security Camera Program Download Officer Agreement](#) (F5175).

4.4 The download process

A complaint or incident reported to QPS or a taxi company or the Department will initiate the process to access security recordings. If the complaint or incident requires further investigation:

1. an investigator from QPS or the Download Station Supervisor or a Senior Investigator, Senior Transport Inspector, Transport Inspector, Authorised Officer or Authorised Person from the

Department will request the recording. The request will include all the relevant information that the Download Officer will need, including the specific date and time.

2. the Download Officer will check that the complaint or incident fits within the definition of an authorised purpose.
3. the Download Officer will use an access code to log into the relevant camera supplier's download software. This is a unique code issued to each authorised Download Officer.
4. the Download Officer will download the security recording and complete the relevant paperwork.
5. the Download Officer will complete the [*Personalised Transport Security Camera Incident Download Notification*](#) (F4343) and sends the completed form to the Department.

The process for supplying the footage will differ depending on whether the request is initiated by a Download Station Supervisor or by QPS/the Department. Refer to sections [4.4.1](#) and [4.4.2](#) for more information.

Note:

- Download Officers should only download the footage if the request has come from the QPS investigating officer, the Department or a Download Station Supervisor.
- For security reasons, Download Officers must not give their access code to anyone else, including any other authorised Download Officer.
- If the Download Officer has any issues with performing a download, they should contact the camera supplier.
- After entering an access code, the download process will differ depending on the approved security camera system. Information and training on camera processes is provided by the relevant camera supplier.
- Any time a recording is downloaded, details of the download must be recorded. Read more at section [4.5](#) of these guidelines.

4.4.1 Request by the Download Station Supervisor

The process for downloading footage that has been requested by the Download Station Supervisor or the Department can be found at [Appendix A](#).

4.4.2 Request by QPS

A police officer from QPS can request access to security camera recordings under the Act and [*Police Powers and Responsibilities Act 2000*](#) (PPRA).

Note:

- A member of QPS will provide the Download Officer with a QPRIME (Queensland Police Records and Information Management Exchange) number (also known as an 'occurrence' number) with the request for the security recording.

If you do not have a QPRIME/occurrence number, contact the investigating officer to obtain it.
- QPS policy allows the recordings to be provided both digitally and physically.
- All evidence is retained or deleted in accordance with the QPS Retention and Disposal Schedule.

4.4.2.1 Digital supply of recordings

The process for digitally supplying records to QPS can be found at [Appendix B](#).

Note:

- A maximum of 16 files can be uploaded to the link, totalling a maximum of 200GB.

- If there is a need to upload more than 16 files, or the total size of the files exceeds 200GB of footage, the Download Officer can request a second link from the police officer.
- If there are technical issues with uploading the recording, the Download Officer should contact the police officer.
- Security recordings provided digitally are kept in a secure online facility called Evidence.com. This is the approved QPS storage facility for all digital evidence and only authorised QPS officers/members can access footage in Evidence.com. QPS regularly performs audits and monitors access to the system.

4.4.2.2 Physical supply of the recording

The process for physically supplying records to QPS can be found at [Appendix C](#).

Physical footage is required to be placed in an evidence envelope. An example of the evidence envelope can be found at Appendix D: Evidence Envelope Sticker.

4.5 Download notifications

A record must be kept of every downloaded security recording under section 216 of the Regulation.

A copy of each record must be given to the Department by completing and lodging the [Personalised Transport Security Camera Incident Download Notification](#) (F4343). This must be done within one (1) working day of downloading the recording. Because of this timeframe, this form should be completed immediately after any download. Failure to keep a record, or failure to provide it to the Department, can incur a maximum penalty of 80 penalty units.

A person who downloads a security recording, must keep a written record of each download, including:

- a) the vehicle identification number (VIN) of the vehicle in which the security recording was made
- b) the date, time and location the security recording was downloaded
- c) the Download Officer's name
- d) the reason for the download
- e) the name and contact details of:
 - i. the person asking for the downloaded security recording
 - ii. the person (if any) who is given the downloaded security recording
- f) the date and time the footage was recorded
- g) the filename of the security recording.

4.6 Viewing of downloaded recordings

4.6.1 Viewing footage during an internal investigation

Viewing downloaded recordings should be approached with care. If it is for an internal investigation, the recording should only be viewed by:

- the Download Officer
- the person conducting the investigation (generally the Download Station Supervisor).

If the investigation is due to a complaint made by the driver, there may be circumstances where it is necessary for the driver to view the footage to inform the investigation. The driver must not be allowed to view a recording if they are the subject of the investigation.

4.6.2 Viewing footage during a QPS investigation

If QPS requests the footage, authorised police officers can view the footage as a part of the investigation.

4.7 Security – use, storage and destruction of downloads

A recording must not be sold or otherwise disclosed, or used for anything other than an authorised purpose, as per section 215 of the Regulation.

Everyone who has a role in the download process must take all reasonable steps to protect the recording against misplacement, download, disclosure or any other use other than for an authorised purpose. Failure to do so can incur a maximum penalty of 80 penalty units.

As per section 218 of the Regulation, recordings must be deleted or otherwise destroyed, at least 60 days, but not more than 90 days, after the recording is made or received, unless the copy is required for law enforcement purposes.

4.8 Auditing

The Department conducts audits of all Download Stations. How often these audits are performed depends on a range of factors including the Download Station's download volume, previous audit history and complaints.

As part of the audit, the Department will review a Download Station's security measures, download records, disposal processes for recordings, download log and download notifications sent to the Department.

4.9 Additional information

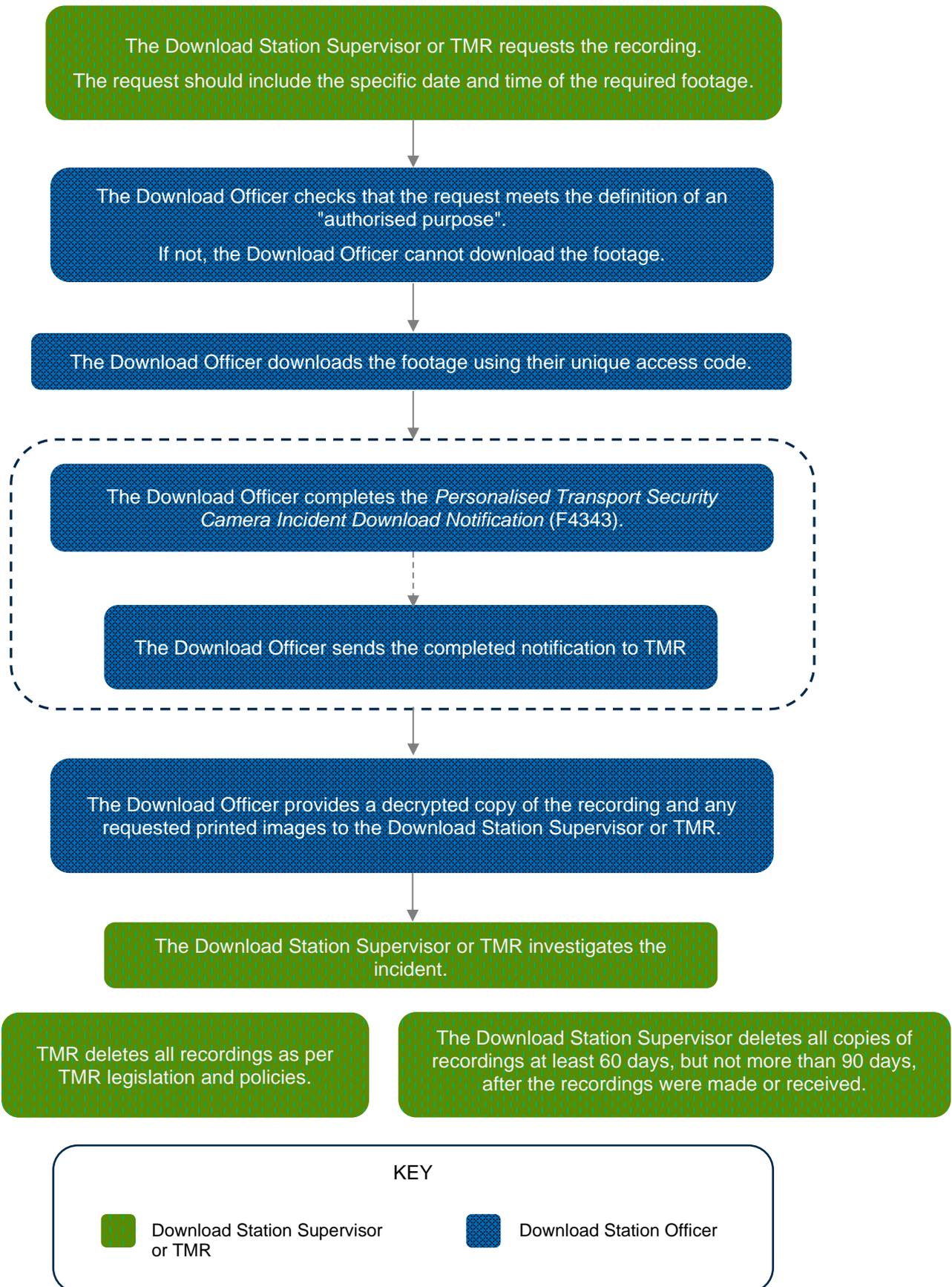
This document has been developed to provide guidance in relation to the use of approved security camera systems in Queensland personalised transport vehicles. It is an interpretation of the legislation and should not be used as a reference to a point of law. Copies of the Regulation may be viewed and downloaded from the Office of the Parliamentary Council website at www.legislation.qld.gov.au.

Our address:

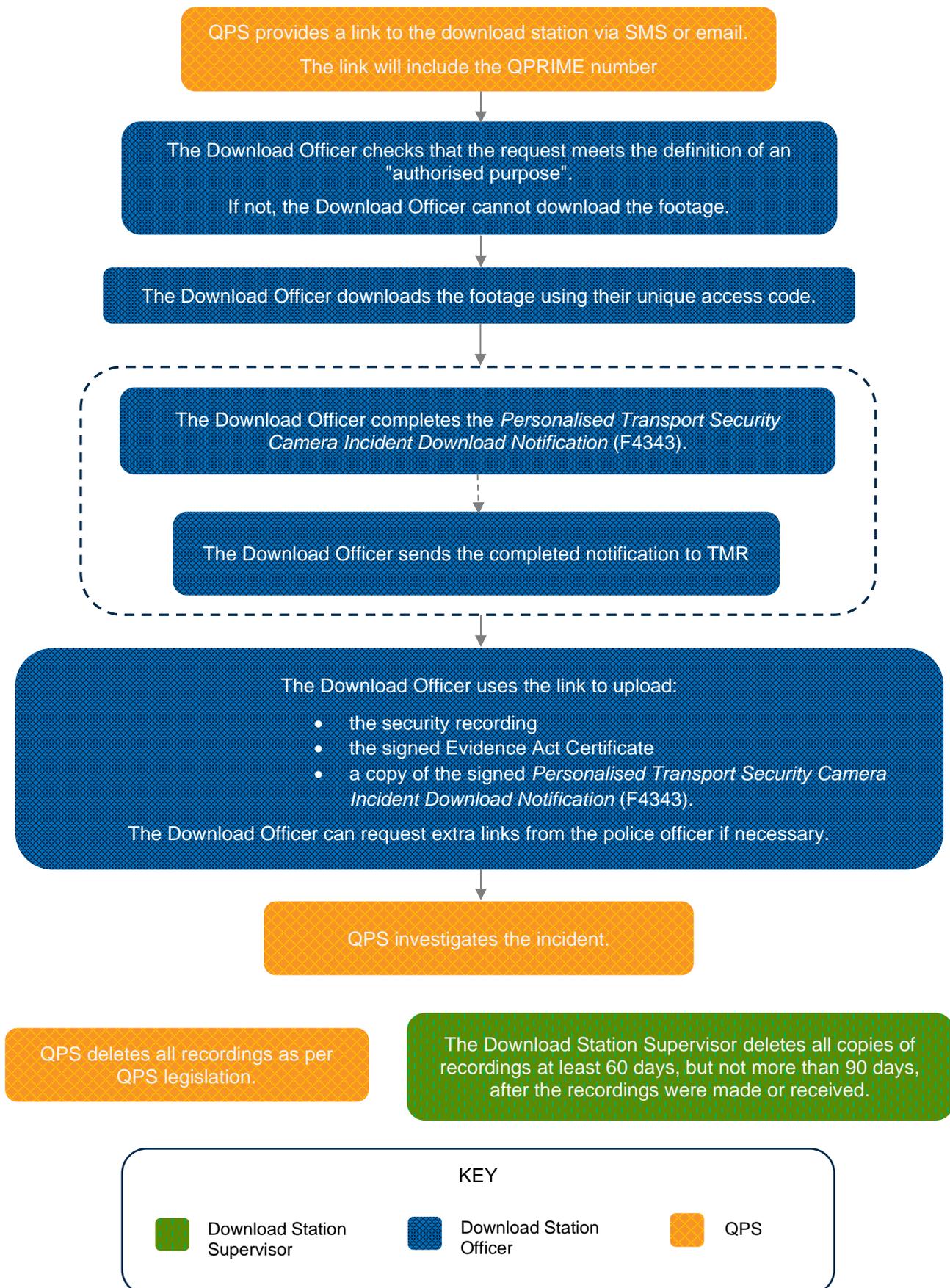
Personalised Transport Security Camera Program
Personalised Transport Policy
Department of Transport and Main Roads
GPO Box 50
BRISBANE QUEENSLAND 4001

Additional information about personalised transport services is available on the department's website at www.tmr.qld.gov.au.

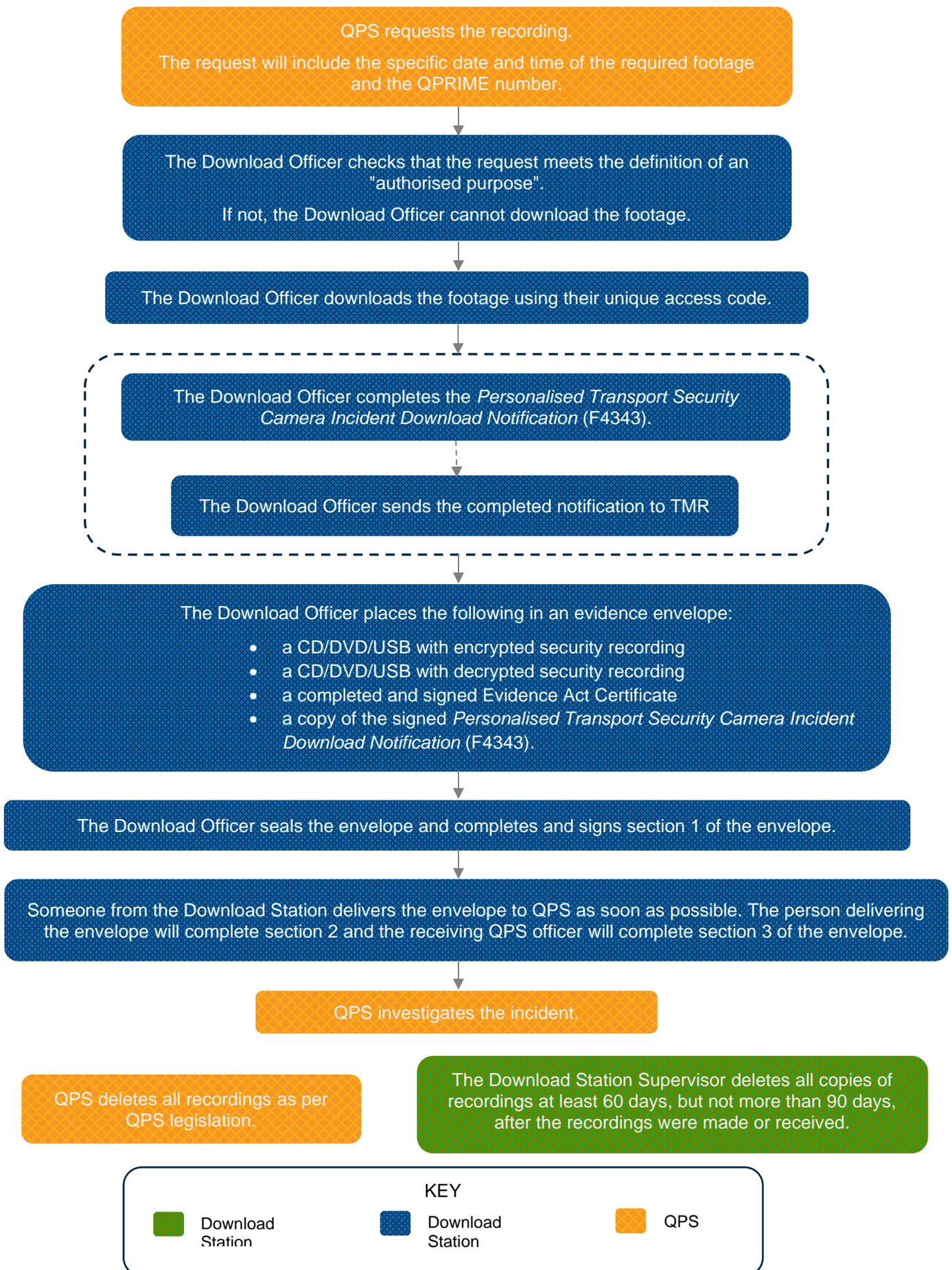
Appendix A: Download Station or TMR request process diagram



Appendix B: QPS digital request process diagram



Appendix C: QPS physical process diagram



Appendix D: Evidence Envelope Sticker

The evidence envelope sticker is pre-attached to the evidence envelope and is printed on yellow paper.

Department of Transport and Main Roads

Evidence Envelope

Taxi security camera recording

Attention:

This envelope contains the following:

1. One CD/DVD with encrypted images of the incident
2. One CD/DVD with decrypted images of the incident
3. A copy of the completed Taxi Security Camera System Download Notification form
4. A copy of the Evidence Act Certificate signed by the Download Officer.

Envelope preparation procedure

1. Complete all relevant sections of the envelope in handwriting
2. Place all contents (outlined above) in the envelope
3. Seal the envelope with the security seal
4. Transport the envelope immediately to a Queensland Police Service (QPS) station (or where practicable provide directly to the investigating QPS Officer).

Great state. Great opportunity.



Queensland Government

Only to be opened by the investigating Police Officer

1. Download Officer to complete

DTMR incident report number:		QPRIME/occurrence number:	
Download Officer name:			
Telephone number:			
Operating address:			
Taxi registration number:			
Taxi company affiliated with:			
I certify that this evidence envelope was sealed by me and the CDs/DVDs contained inside have not been handled by another person.			
Time and date evidence envelope sealed:	Time:	am/pm	Date: / /
Signature:			

2. Person conveying envelope to complete

Sealed evidence envelope received by:

Name:			
I/D:			
Time:	am/pm	Date: / /	Location:
Signature:			

3. Person receiving envelope at the QPS to complete

Sealed evidence envelope received by:

Name:			
Employee number:			
Time:	am/pm	Date: / /	Location:
Signature:			

4. Investigating Police Officer to complete

Sealed evidence envelope received and opened by:

Name:			
Employee number:			
Time:	am/pm	Date: / /	Location:
Exhibit number:			
File viewed:	Yes / No	Date: / /	
File copied:	Yes / No	Date: / /	
Signature:			