

Personalised Transport Security Camera Approval Process

August 2017

Contents

1.	Introduction	2
2.	Consideration of applications – mutual recognition	2
3.	Applying for approval – outline	2
4.	Statement of Compliance	3
5.	Installation, maintenance and warranty	3
5.	Camera system suppliers	4
6.	Departmental assessment process	4
7.	Conditions of approval	4
8.	Checklist of documents to provide	6
9.	Escrow	6
10.	Conditions of application	7
11.	Enquiries	7

Creative Commons information

© State of Queensland (Department of Transport and Main Roads) 2015



<http://creativecommons.org/licenses/by/4.0/>

This work is licensed under a Creative Commons Attribution 4.0 Licence. You are free to copy, communicate and adapt the work, as long as you attribute the authors.

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this publication. The State of Queensland has no objection to this material being reproduced, made available online or electronically but only if its recognised as the owner of the copyright and this material remains unaltered.



The Queensland Government is committed to providing accessible services to Queenslanders of all cultural and linguistic backgrounds. If you have difficulty understanding this publication and need a translator, please call the Translating and Interpreting Service (TIS National) on 13 14 50 and ask them to telephone the Queensland Department of Transport and Main Roads on 13 74 68.

Disclaimer: While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.

1. Introduction

It is a legal requirement that only camera systems approved by the Department of Transport and Main Roads (the department) are installed in personalised transport vehicles (taxi, limousine or ride-booking), other than externally focused forward or rear facing cameras. Forward and rear facing cameras must not record images or audio of persons inside the vehicle.

The Chief Executive of the department has approved new Personalised Transport Security Camera Specifications (approved specifications) in accordance with section 212 of the *Transport Operations (Passenger Transport) Regulation 2018* (the Regulation). These specifications are published on the department's website.

All parties seeking approval for camera systems will need to apply to the department to have their system considered.

This document describes the approval process for personalised transport security camera systems.

2. Consideration of applications – mutual recognition

The department will consider each application and the extent to which the proposed security camera system meets the approved specifications. Parties seeking approval should note that a security camera system purported to exceed minimum requirements does not guarantee departmental approval. At its discretion, the department may consider camera systems which are substantially compliant with the approved specifications.

The department may consider mutual recognition of proposed security camera systems approved for use in another Australian state or territory, however, the camera system must meet or exceed the approved Queensland specifications. As at August 2017, only Victoria and New South Wales have substantially similar specifications to Queensland, however only Queensland requires audio recording in addition to images.

Where a camera system has been approved for use in another Australian state or territory, parties seeking approval for the system in Queensland must provide an application with evidence that the security camera meets the approved specifications. The required evidence is listed in the below section.

3. Applying for approval – outline

The camera system supplier is required to provide a comprehensive written submission that includes the following:

- A completed Personalised Transport Security Camera System Program Approval Application Form (F5114);
- A completed Statement of Compliance which is certified by a Registered Professional Engineer of Queensland (RPEQ) that demonstrates the camera system complies with the specifications;
- Evidence the supplier can provide reliable installation and maintenance services;
- Evidence the supplier can provide a minimum three year warranty on the camera systems;
- Evidence the persons applying are reputable to supply camera systems;
- Evidence the supplier is appropriately licensed under the *Security Providers Act 1993* (Qld) and meets any other Queensland or Commonwealth requirements for camera system suppliers;
- Evidence of compliance with Queensland and Australian consumer law;
- Schedule of Fees for installation and support of the camera system;
- Camera system operating instructions for drivers and operators, including camera system indicator lights and their meanings;
- Evidence of camera system approval in another Australian state or territory for mutual recognition (if applicable); and

- Details of any cloud based storage systems to be used for image storage/retention, including details of the cloud provider and proposals for the download of images and audio.

More detailed information about the submission is contained further in this document. A checklist of documents to provide in the submission is included in section 8.

4. Statement of Compliance

For a camera system to be approved, it must meet the approved specifications and operate effectively in the environment of a personalised transport vehicle. The supplier is required to provide the department with a completed Statement of Compliance, which details the camera system’s compliance to each clause of the specifications. The Statement of Compliance must be certified by an RPEQ who is not affiliated with or otherwise connected to the supplier.

It is a requirement in Queensland for persons who provide a professional engineering service, to be registered with the Board of Professional Engineers of Queensland (BPEQ) as an RPEQ, or directly supervised by an RPEQ. The requirement extends to providing engineering services applicable to their field of expertise. The department will only consider reports from an RPEQ with electrical, information, telecommunications or electronics engineering qualifications.

Further information about RPEQ requirements can be obtained at the BPEQ website: www.bpeq.qld.gov.au.

The completed Statement of Compliance must include a description of how the camera system meets each requirement, rather than merely stating that it ‘complies’ with the requirement. An example is provided on the following page.

Clause number	Clause	Compliance	Details of compliance
4.7	The camera system must use solid state non-volatile industrial grade memory to store all captured images and audio...	Complies	The camera system uses SanDisk Compact Flash 5000 industrial grade memory. Appendix 1 is the SanDisk technical product information sheet that details life expectancy of five years.

It is expected that the camera system will meet each requirement in the approved specifications.

The department may have applications reviewed by an external technical expert and reserves the right to request additional information or testing to validate claims made in the Statement of Compliance.

The Chief Executive may change or amend the approved specifications at any time. All approved suppliers will be notified of any changes which may affect the approval of camera systems already supplied.

5. Installation, maintenance and warranty

In considering applications from potential suppliers, the department must be satisfied that the person or company is able to provide appropriate and reliable services and facilities (either directly or through agents) to support the installation and maintenance of the camera systems in personalised transport vehicles and for training and technical support of download officers.

The supplier will be required to:

- provide and maintain reasonable stocks of replacement components across Queensland
- provide technical support for the camera system and download officers.

A minimum mandatory warranty period of three years for the camera system must be provided. Upon application to the department, the supplier will need to provide copies of the warranty policy and the warranty statement they provide to customers.

The following information is to be provided in the submission:

1. details on the arrangements and documented procedures for the installation, maintenance, service and testing of camera system
2. copies of the supplier warranty policy and warranty statement provided to customers
3. schedule of fees for the installation and support of the camera system.

5. Camera system suppliers

In considering applications from potential suppliers, the department must be satisfied that the person or company is of good repute and are fit and proper suppliers of camera systems.

All persons seeking approval, including all directors of a company, must include with the application a national police certificate that is not more than six months old.

The police certificate required is 'name only' and is based on a search of the person's name against the criminal history records held by police services Australia-wide.

If applying in a company name, copies of the following are required to be supplied:

- a) a copy of the certificate of incorporation (if applicable)
- b) a copy of the certificate of registration
- c) a list of directors.

Applicants are required to provide a business address where the core activities are conducted, camera system records are stored and where the manager can be contacted. A post office box address is not acceptable, other than for the receipt of any written correspondence.

6. Departmental assessment process

Upon lodgement with the department, applications may be independently reviewed by the department's external technical advisor. The technical advisor will provide a report to the department about the compliance status of the application against the approved specifications. The department may request further information and a product demonstration as part of the assessment process. After due consideration of the application, the department will make a recommendation to the Chief Executive.

The Chief Executive will make a decision whether or not to grant approval based on the camera system's ability to perform as required by the approved specifications, the reputation of the supplier and the supplier's ability to provide ongoing support for the camera system and download stations.

If approved by the Chief Executive, the camera system supplier will be notified in writing of the decision and the camera system and its supplier will be announced on the department's website as an approved system. If the camera system is not approved by the Chief Executive, written notification will be provided to the supplier with the reasons stated for not being approved.

7. Conditions of approval

The following are standard conditions of approval for any supplier. The department reserves the right to amend or include further conditions of approval.

- 7.1 The camera system supplier agrees to supply, install and maintain their camera system for any personalised transport vehicle in Queensland, regardless of location.
- 7.2 The camera system supplier will provide reasonable stocks of replacement components for the camera system in Queensland commensurate with the number of personalised transport vehicles that the camera system is installed in.

- 7.3 An approved supplier must inform the department within seven days if any of the following circumstances occurs.
- Any action to bankrupt any director of the approved camera system or declare the person insolvent, or any proceedings by the person to take the benefit (as debtor) of a law relating to bankruptcy or insolvent debtors or, in the case of an incorporated body, of an action to wind up the incorporated body or to place the incorporated body under official management or in receivership.
 - The imposition of a change in the approved camera system supplier's name or address. In the case of an incorporated body, a change in the name of the incorporated body or in the registered office or principal office of the incorporated body.
 - A change in the approved camera system supplier's business or trading name. In the case of an incorporated body, a change in director, manager or other person who is in a position of control of the incorporated body.
 - Any change substantially affecting the accuracy of information provided to the department for the purposes of gaining approval or affecting the accuracy of particulars provided in the approval.
 - Any charge for an offence or finding by a court that the approved camera system supplier or a director of an incorporated body is guilty of an offence.
- 7.4 The camera system supplier will provide a technical support facility in Queensland for the camera system, including training and support for download stations. Such a facility will operate during normal business hours at a minimum.
- 7.5 The camera system supplier will provide directly, or make other arrangements, to ensure that the system will be supported by a download facility for the Queensland Police Service to recover recordings from personalised transport vehicles fitted with their approved camera system. This is necessary for situations where there has been a camera system failure or other technical difficulties encountered by Queensland Police Service in performing a download.
- 7.6 The camera system supplier will, free of charge, train approved download officers and other authorised persons in the use of camera system downloading processes and supply supporting documentation to the approved download station on how to perform a camera system recording download.
- 7.7 The camera system supplier will provide camera system download software and any subsequent software updates free of charge to all download stations that are authorised by the department.
- 7.8 The camera system supplier must keep and maintain a register of operators they have provided with download software, this should include:
- the driver authorisation number or the booking entity authorisation number
 - their address and contact number
 - the version of the software that they have
 - when they were provided with the software and any software updates
 - names of all the people that have been provided with an access code.
- 7.9 Each camera system must be provided with clear and concise, printed operating instructions, which must take into account the needs of personalised transport drivers and operators where English is not their first language. These instructions are to be supplied with each camera system installed.
- 7.10 The approval of the camera system is limited only to the camera system provided in the submission. Any material changes to the camera system will require the camera system supplier to provide a Statement of Compliance certified by a RPEQ for consideration by the department to issue a new or amended approval. The RPEQ must not be affiliated with or otherwise connected to the supplier.

- 7.11 The camera system supplier and their agents must keep and maintain a register of personalised transport vehicles, including corresponding camera system serial numbers, fitted with the approved camera system, and updates if systems are transferred or upgraded.
- 7.12 The department may revoke the approval if it reasonably believes:
1. the camera system no longer complies with the approved specifications
 2. the camera system no longer complies with the approval given
 3. the manufacturer or supplier of the camera system has breached a condition of the approval
 4. the manufacturer or supplier no longer intends to fully support the vehicle security camera system
 5. the department receives a request from the manufacturer or supplier to cancel the approval.
- 7.13 If the Approved Specifications are amended, the camera system supplier must at its own cost:
1. Ensure that the camera system complies with the approved specifications (as amended);
 2. Ensure that any camera system already supplied by the camera system supplier is modified or updated as appropriate to comply with the approved specifications (as amended); and
 3. Provide such evidence that the department may request to evidence compliance with the camera system's obligations under the conditions of approval is provided.
- 7.14 The camera system supplier must place the software for the camera system in escrow arrangements which are satisfactory to the department.

8. Checklist of documents to provide

- Personalised Transport Security Camera System Program Approval Application Form (F5114);
- Statement of Compliance, on the Queensland Camera System Statement of Compliance template, certified by a RPEQ with relevant supporting documentation;
- Copies of business particulars as outlined in section 5;
- National police certificate of person(s) applying for approval, including company directors, if applicable;
- Details of the arrangements for the installation, maintenance, service and testing of the camera system;
- Documented procedures for the installation, maintenance, service and testing of camera systems;
- Copies of the camera system supplier warranty policy and warranty statement provided to customers, and evidence of compliance to statutory conditions of relevant Queensland Fair Trading and Commonwealth Trade Practices legislation;
- Demonstrated compliance to Queensland and Australian consumer law;
- Schedule of fees for the installation and support of the camera system;
- Evidence the supplier is appropriately licensed under the *Security Providers Act 1993* (Qld); and
- Camera system operating instructions for drivers and operators.

9. Escrow

All successful applicants will be required to enter the software relating to the approved camera system into escrow. Escrow is an arrangement where the independent escrow service holds information for two parties. When the conditions of the arrangement have been fulfilled, the information is returned to the individual parties.

Escrow is required by the department to ensure maintenance and software support of the approved camera system by the supplier for a time period specified by the department. The software in escrow will be released to the department if the supplier fails to maintain and update the camera system as required.

10. Conditions of application

- 10.1 The conditions of application are set out in the Personalised Transport Security Camera System Program Approval Application Form (F5114).
- 10.2 Applicants are required to complete and submit Personalised Transport Security Camera System Program Approval Application Form (F5114).

11. Enquiries

For any enquiries regarding the personalised transport security camera program please contact the department:

Personalised Transport Policy
Attn: Security Camera Program
Email: personalised.transport@tmr.qld.gov.au

For more information on the personalised transport security camera program please refer to the department's website: <http://personalisedtransport.tmr.qld.gov.au/>.

Links to documents for submitting an application are provided below:

- 2017 Queensland Camera System Specifications
- Statement of Compliance
- Personalised Transport Security Camera System Program Approval Application Form (F5114)

Applications may be submitted in person to:

Personalised Transport Policy
TransLink Division
Department of Transport and Main Roads
61 Mary Street
BRISBANE QLD 4000

By post to:

Personalised Transport Policy
TransLink Division
Department of Transport and Main Roads
GPO Box 50
BRISBANE QLD 4001

Or by email to:

Personalised Transport Policy
Attn: Security Camera Program
personalised.transport@tmr.qld.gov.au