

CCTV Monitoring and Security Systems Operation

Business Name:		ABN:
Business Address:		
Contact Person:	Phone:	Email:

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	



RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HIERARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution Replace the hazard.	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts.	Isolation Isolate People from the hazard	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	Engineering Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change	
								PPE	

Risk Rating & Required Action:	
4A	Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required.
3H	Review and approve additional controls for the task parts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
1L	Proceed, following standard operating procedures. Monitor and keep records.

Consequence Scale:			
Consequence	People (injury/illness)	Project / Assets	Compliance / Reputation
Catastrophic	Fatality or permanent total disability	project shutdown	Significant regulator intervention; criminal prosecution
Major	Serious injury/illness (hospital > 5 days)	critical delay	Improvement notice; major media coverage
Moderate	Medical-treatment injury; lost-time > 1 day	moderate delay	Minor breach; adverse client comment
Minor	First-aid only, no lost time	negligible delay	Isolated non-conformance
Insignificant	No injury	no schedule impact	Deviation caught and corrected on site

Notes on Hierarchy of Controls:
Remember to apply controls in the preferred order shown by the coloured pyramid:

1. **Eliminate**
2. **Substitute**
3. **Isolate**
4. **Engineering**
5. **Administrative**
6. **PPE**

Always document **why** a lower-order control is accepted if elimination or substitution is not reasonably practicable.

aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Governance, WHS Duties and Privacy Compliance	<ul style="list-style-type: none"> Lack of clear allocation of WHS duties for CCTV system owners, managers and monitoring staff Failure to comply with WHS Act 2011 due diligence obligations relating to CCTV risk management Non-compliance with privacy, surveillance and workplace monitoring legislation and codes of practice Inadequate policies covering acceptable use of CCTV, data access, retention and disclosure Poor consultation with workers and health and safety representatives regarding CCTV use and impacts Legal disputes or regulatory action arising from unlawful or unreasonable surveillance practices 	4A	<ul style="list-style-type: none"> Establish a formal CCTV Governance Policy approved by senior management aligning with WHS Act 2011 and relevant privacy and surveillance laws Define and document roles, responsibilities and accountabilities for CCTV system owners, WHS managers, IT, security and monitoring personnel Undertake legal review of CCTV policies and procedures to confirm compliance with federal and state/territory privacy and surveillance legislation and industrial instruments Implement a consultation process with workers and health and safety representatives before significant changes to CCTV monitoring scope, coverage or usage Develop a CCTV Code of Practice addressing purpose, lawful basis, limitations, signage, access to footage, retention periods and complaint mechanisms Schedule periodic management reviews and internal audits of CCTV governance, including WHS risk controls and privacy safeguards 	3H
2. System Design, Coverage and Risk-Based Deployment	<ul style="list-style-type: none"> CCTV system not designed using a risk-based approach leading to poor coverage of high-risk areas Over-surveillance of low-risk areas causing unnecessary privacy and psychosocial concerns Blind spots where critical incidents may occur unobserved Inappropriate camera placement creating trip, fall or head-strike hazards during installation and maintenance Reliance on CCTV as the sole security and safety control without complementary physical or procedural measures 	4A	<ul style="list-style-type: none"> Conduct a formal security and WHS risk assessment to define CCTV objectives, coverage priorities and limitations Design camera layout based on identified risks, ensuring high-risk locations (e.g. entry points, cash handling, restricted areas) are appropriately covered Incorporate Crime Prevention Through Environmental Design (CPTED) and safe design principles into CCTV layout and mounting locations Document and enforce engineering standards for mounting heights, cable routing and access methods to minimise physical hazards during installation and servicing Ensure CCTV is integrated with layered security controls (physical barriers, access control, procedures, staffing) rather than used as a single control Implement a periodic technical review of coverage effectiveness following incidents, layout changes or building modifications 	2M
3. Technology Selection, Reliability and Cybersecurity	<ul style="list-style-type: none"> Use of low-quality or inappropriate cameras, recorders and monitoring platforms leading to unreliable footage System failures, downtime or data loss due to inadequate redundancy and maintenance arrangements Cybersecurity vulnerabilities in networked CCTV systems enabling 	4A	<ul style="list-style-type: none"> Develop technical specifications for CCTV equipment, software and networking that meet organisational security, WHS and reliability requirements Select reputable vendors with demonstrated capability in secure CCTV solutions and Australian regulatory compliance Implement cybersecurity controls for CCTV networks including segmentation, firewalls, strong authentication, encryption and secure remote access protocols 	2M

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	<ul style="list-style-type: none"> unauthorised access, tampering or data breaches • Unsupported or obsolete hardware and software remaining in service without security patches • Inadequate vendor management and unclear responsibilities for system security and performance 		<ul style="list-style-type: none"> • Establish a documented maintenance and lifecycle management program including firmware updates, patching, hardware replacement schedules and service level agreements • Implement system health monitoring, alerts and logging to detect outages, storage issues or suspicious access attempts • Conduct periodic independent security and performance testing of CCTV infrastructure, including penetration testing where appropriate 	
4. Data Storage, Retention and Evidence Management	<ul style="list-style-type: none"> • Loss, corruption or overwriting of critical footage due to inadequate storage capacity or retention rules • Poor chain-of-custody practices leading to inadmissible evidence or challenges in investigations • Unauthorised access to recorded footage causing privacy breaches, reputational damage or psychological harm • Inconsistent or unclear retention periods for different types of footage and incidents • Inadequate backup and disaster recovery arrangements for CCTV data 	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
5. Control Room Layout, Ergonomics and Environment	<ul style="list-style-type: none"> • Poor workstation ergonomics contributing to musculoskeletal disorders for monitoring operators • Inadequate lighting, screen positioning and contrast causing visual strain and headaches • Excessive noise, temperature or ventilation issues in control rooms affecting concentration and comfort • Cluttered or poorly arranged equipment increasing trip hazards, cable entanglement and emergency egress obstruction • Insufficient emergency exits or fire safety provisions within monitoring and equipment rooms 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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6. Monitoring Workload, Fatigue and Vigilance	<ul style="list-style-type: none"> • Prolonged continuous monitoring leading to reduced vigilance and missed critical incidents • Fatigue from shift work, night shifts and inadequate rest breaks increasing error rates • Unrealistic staffing levels resulting in cognitive overload and stress for operators • Lack of defined observation priorities causing attention to be spread too thinly across cameras • Inadequate rotation or task variety contributing to monotony and inattention 	4A	[REDACTED]	2M
7. Psychosocial Risks, Distressing Content and Privacy Impacts	<ul style="list-style-type: none"> • Exposure of monitoring staff to graphic, violent or distressing footage leading to psychological injury • Moral distress from observing incidents without being able to intervene directly • Worker anxiety or reduced trust due to perceptions of excessive surveillance • Inadequate debriefing and support following exposure to traumatic or critical incidents on screen • Bullying, discrimination or harassment enabled by misuse of CCTV footage or live feeds 	4A	[REDACTED]	2M
8. Competency, Training and Induction for Monitoring Personnel	<ul style="list-style-type: none"> • Inadequate training on CCTV system operation, limitations and appropriate response protocols • Lack of understanding of WHS obligations, privacy requirements and evidence handling by operators • Over-reliance on informal or on-the-job learning leading to inconsistent practices • Insufficient training in situational awareness, threat recognition and escalation decision-making 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> Failure to keep competencies current following system upgrades or procedural changes 		[REDACTED]	
9. Incident Detection, Escalation and Response Coordination	<ul style="list-style-type: none"> Delayed or ineffective response to observed incidents due to unclear escalation pathways Inconsistent handover of critical information between monitoring staff, security, emergency services and management Failure to act on early warning indicators captured on CCTV, allowing incidents to escalate Lack of integration between CCTV, alarms, access control and emergency management procedures Insufficient documentation of incidents and responses, hindering investigation and learning 	4A	[REDACTED]	2M
10. System Maintenance, Testing and Change Management	<ul style="list-style-type: none"> Cameras, recorders or networks failing unnoticed due to lack of systematic inspection and testing Uncontrolled changes to system configuration creating gaps in coverage or data retention Maintenance activities introducing new safety hazards (e.g. working at height for camera access) without proper controls at a system level Vendor or contractor works not aligned with organisational WHS and security requirements Failure to document system changes, making fault-finding and incident investigation more difficult 	3H	[REDACTED]	1L
11. Access Control, Authorisations and Misuse Prevention	<ul style="list-style-type: none"> Unauthorised access to live feeds or recordings by internal or external parties Intentional misuse of CCTV to monitor workers for non-legitimate purposes or outside policy 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> Weak authentication or shared logins preventing accountability for misuse Inadequate restrictions on copying, exporting or sharing footage leading to leaks or secondary harm Privilege creep where staff retain access beyond their role requirements 		[REDACTED]	
12. Integration with Broader WHS and Security Management Systems	<ul style="list-style-type: none"> CCTV risks managed in isolation from the organisation's WHS management system Failure to use CCTV insights (e.g. near misses, unsafe behaviours) to inform hazard identification and control improvements Inconsistent procedures between security operations and WHS processes Lack of performance indicators or metrics for CCTV system effectiveness and safety impact Poor alignment between contractor security operations and principal's WHS expectations 	3H	[REDACTED]	1L
13. Remote Monitoring, Lone Work and After-Hours Operations	<ul style="list-style-type: none"> Remote or lone CCTV operators without adequate support in emergencies Communication failures between remote monitoring centres and on-site responders Heightened risk profile after hours with fewer on-site staff to respond to observed incidents Insufficient verification processes for alarms or incidents observed remotely Isolation of operators increasing psychosocial risks and delayed assistance 	3H	[REDACTED]	2M
14. Footage Review, Investigations and Audit Use	<ul style="list-style-type: none"> Inconsistent or biased use of CCTV footage in disciplinary or performance management processes 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> • Re-traumatisation of individuals through repeated viewing of distressing events during investigations • Over-reliance on video evidence without considering limitations such as angles, quality and context • Inadequate documentation of how footage was used in WHS investigations or audits • Breaches of confidentiality when sharing footage within investigation teams or with third parties 		<div style="background-color: black; height: 15px; width: 100%;"></div>	

SAMPLE

EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES FOR ANY STATE THAT ARE NOT APPLICABLE

Queensland & Australian Capital Territory

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2011
 Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>
 Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>
 Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>
 Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

Victoria

Occupational Health and Safety Act 2004
 Occupational Health and Safety Regulations 2017
 Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
 Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

New South Wales

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2025
 Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>
 Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-codes-of-practice>

Western Australia

Work Health and Safety Act 2020
 Work Health and Safety Regulations 2022
 Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>
 Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011
 Work Health and Safety (National Uniform Legislation) Regulation 2011
 Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>
 Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>
 Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

South Australia

Work Health and Safety Act 2012 (SA)
 Work Health and Safety Regulations 2012 (SA)
 Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>
 Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

Tasmania

Work Health and Safety Act 2012
 Work Health and Safety (Transitional and Consequential Provisions) Act 2012
 Work Health and Safety Regulations 2012
 Work Health and Safety (Transitional) Regulations 2012
 Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>
 Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.