

Fact Sheet

Safe City Program and Public Safety Surveillance Cameras

The Ipswich City Council Safe City Program commenced in 1994 to address unacceptable levels of behaviour and crime in the Ipswich Central Business district. A major component of this initiative was the introduction and use of public safety surveillance cameras in popular open spaces. The cameras are proactively engaged by professional operators who detect suspicious behaviour or incidents that may threaten the safety of the public.

The program continues to expand with the camera network installed into fifteen suburbs with further expansions proposed in the coming years.

The Ipswich City Council Safe City Monitoring Facility is centrally located within the CBD, operating 7 days per week, 24 hours per day and has the ability to stream live video footage to the Queensland Police Service.

The two primary aims of the Ipswich Safe City Program are:

- To confront and address unacceptable levels of behaviour, violence and crime through the use of cameras, community engagement and existing partnerships with the Queensland Police Service.
- Create a harmonious environment in popular public spaces for all people to live, work and socialise in Ipswich without feeling intimidated or threatened.

About the cameras

The Ipswich City Council Safe City Monitoring Facility includes over 300 public safety surveillance cameras across the Ipswich Region. Safe City (monitoring facility) often collaborates with a range of agencies in an effort to work hand-in-hand to assist in addressing strategies for community safety and Policing.

Such approaches include:

- co-ordinating Police responses and emergency services to areas (within camera coverage) where an emergency response is required
- engaging with schools
- engaging with various businesses and community groups
- trained, licenced security operators that detect and respond to any incidents that potentially create a safety concern or endangers the community.

Safe City Cameras are only installed in public spaces where public safety/crime is a proven concern and where infrastructure and technology permits. As a guide, cameras do not monitor residential homes or areas. All cameras are to be of a standard to ensure that they are fit for purpose.

To ensure we meet our privacy obligations, there are strict policies, procedures and training requirements in place. We also provide privacy collection notices at camera locations. An example of the signage can be found at ipswich.qld.gov.au/safecity



The success of security cameras

Safe City often detects incidents that are about to occur and responds by alerting police.

- On average, Safe City operators contact Police over 5,000 times per year, providing valuable information.
- In the last 5 years alone, Safe City has assisted police on over 7,000 occasions and have reviewed video for the Queensland Police over 2,500 times resulting in over 1,300 pieces of video being released for Police investigation and prosecution purposes.
- Ipswich City Council has been visited by numerous international and local law enforcement agencies, Police and local authorities to admire our camera monitoring system.
- The Safe City facility has been recognised as a benchmark for public safety monitoring, leading the way with the latest innovative technology.

Who to contact?

Triple Zero (000)

If you need Police, Fire or Ambulance in an emergency call triple zero (000).

When should you call triple zero (000)

- If a crime is happening now.
- When a life is threatened.
- When the event is time critical, for example a fire.

What happens when you call triple zero (000)

- When you dial 000, your call is connected to the Telstra Emergency Call Service centre.
- Telstra operators will ask which service you require - Police, Fire or Ambulance.
- You respond by advising the operator which of those services you require assistance from.
- Your call will then be rapidly connected to the Emergency Service requested.

If you don't respond because you are unable to talk, your call will be forwarded to an automated system, where you will be asked to push '5 5' on the telephone keypad if you still require assistance. Pushing '5 5' directs the call to Police, who will assess the circumstances and decide on the most suitable response.

For more information visit Police.qld.gov.au/triplezero

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Policelink

Contact Policelink on 131 444 to report non-urgent property crime and non-urgent incidents (24 hours, 7 days).

Examples where you may wish to contact police when it is not an emergency:

- Call Policelink 131 444 to report non-urgent incidents including wilful property damage, stealing offences, break and enters, stolen vehicles and lost property or to make general police non-urgent enquiries.
- Asking a question or advice.
- Reporting something which has happened in the past.
- Wanting to speak with a particular police member or to be connected to a police station.
- Making a complaint.
- Remember, no matter how trivial your information may seem, please pass it on as it may provide valuable information to police.



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