



OFFICIAL

## GENERAL ORDER

### BODY WORN VIDEO AND VIDEOMANAGER

<b>General Order title</b>	<b>Body worn video and VideoManager</b>
<b>Date of issue</b>	5 April 2023
<b>Date of operation</b>	24 March 2023
<b>Review date</b>	March 2021
<b>Review responsibility</b>	Metropolitan Operations Executive
<b>Replaces</b>	Previous General Order, <b>Body worn video and VideoManager</b>
<b>PCO reference</b>	2016/4115-02
<b>Gazette reference</b>	SAPG 60/23
<b>Enquiries to</b>	Operations Support Coordinator Telephone 732 24505
<b>Corporate Policy Sponsor</b>	Assistant Commissioner, Metropolitan Operations Service

General Orders provide an employee with instructions to ensure organisational standards are maintained consistent with SAPOL's vision. To this end, General Orders are issued to assist an employee to effectively and efficiently perform their duties. It is important that an employee constantly bears in mind that the extent of their compliance with General Orders may have legal consequences.

Most orders, as is indicated by the form in which they are expressed, are mandatory and must be followed. However, not all situations encountered by an employee can be managed without some form of guidance and so some of these orders are prepared as guidelines, which should be applied using reason. An appendix to a General Order will be regarded as part of the General Order to which it relates. At all times an employee is expected to act ethically and with integrity and to be in a position to explain their actions. Deviation from these orders without justification may attract disciplinary action.

To ensure best practice an employee should be conversant with the contents of General Orders.

The contents of General Orders must not be divulged to any person not officially connected with SAPOL. Requests for General Orders will be managed as follows:

- Civil subpoena and disclosure requests—contact the Information Release Unit.
- Criminal subpoena and disclosure requests—refer to General Order, **Disclosure compliance and subpoena management**.
- Freedom of information requests—contact the Freedom of Information Unit.
- Any other requests (including requests by employees)—refer to instructions provided within General Order, **Corporate policy framework, 5. GENERAL ORDER REQUESTS/RELEASE**.

**CONTENTS**

1. GENERAL ORDER STATEMENT ..... 4

2. SCOPE ..... 4

3. DEFINITIONS ..... 4

4. BACKGROUND ..... 5

5. BENEFITS ..... 5

6. CARRIAGE..... 5

    Members (excluding police cadets) ..... 6

    Police cadets ..... 6

7. DRESS STANDARDS ..... 6

8. ALLOCATION ..... 6

9. USE ..... 7

    Guidelines ..... 7

    Expiation notices ..... 8

    Adult caution ..... 8

    Evidence ..... 8

    DVEC..... 8

    Forensic services ..... 8

    Recording exclusions..... 9

    Terminating recordings..... 9

10. CONCLUSION OF SHIFT ..... 9

    Docking..... 9

11. DATA INTEGRITY..... 10

12. TAGGING ..... 10

    Adding metadata information to records..... 10

13. ACCESSING RECORDS ON VIDEOMANAGER..... 10

14. FILE PREPARATION ..... 11

    Prosecution briefs ..... 11

    Redaction of body worn video captured video ..... 11

    Disclosure ..... 11

    Statements from employees ..... 11

15. FREEDOM OF INFORMATION..... 12

16. RELEASE OF INFORMATION..... 12

17. RECORD RETENTION PERIODS ..... 12

**18. HELP SERVICES ..... 12**

**19. STOLEN, LOST OR DAMAGED ASSETS..... 13**

**Body worn video assets..... 13**

**Hardware failure/warranty issues..... 13**

*Body worn video equipment returned to the supplier under warranty 13*

*Warranty record keeping ..... 13*

**20. DISPOSAL OF INFORMATION TECHNOLOGY ASSETS..... 13**

**21. REFERENCES ..... 14**

**22. DOCUMENT HISTORY SINCE 12/04/2017 ..... 15**

FOI RELEASE

## 1. GENERAL ORDER STATEMENT

This General Order relates to SAPOL-issued body worn video (BWV) cameras and associated hardware, the VideoManager system and the management and storage of recorded data.

Guidance regarding when to activate the BWV camera is provided within this General Order. Users who do not activate their BWV camera in accordance with this General Order may be required to justify their decision.

This General Order must be read in conjunction with the General Order, **Digital information management framework**.

## 2. SCOPE

This General Order applies to all uniformed members (including community constables and cadets, except where otherwise stated), and contains guiding principles for the operational use of BWV.

This General Order is only applicable to SAPOL-issued BWV cameras.

## 3. DEFINITIONS

**Activation**—initiating recording on a BWV camera.

**Disclosure**—a common law and statutory obligation which requires disclosure of all relevant material in a proceeding to the other party/parties. The principles of disclosure require police to disclose relevant information to the prosecution so that the prosecution can fulfil its duty of disclosure to the defence. In criminal matters, disclosure requires police and prosecution to provide relevant information to the defence to enable an accused person to receive a fair trial.

**Dock**—docking station for BWV camera and is used for charging and data upload.

**DVEC**—Domestic violence evidence in chief.

**Evidentiary**—recordings determined to be of evidentiary value.

**Freedom of Information**—the *Freedom of information Act 1991* came into effect on 1 January 1992. It extends to every person the right to obtain access to information held by South Australian State and Local Government agencies, subject to exceptions and exemptions necessary to protect essential public interests as well as the private and business affairs of persons.

**IS&T asset**—camera, dock, dock controller, RFID reader.

**Non-evidentiary**—recordings determined to be of non-evidentiary value.

**Overt recording**—activating a BWV camera with the recording indicator visible.

**RFID reader**—radio-frequency identification reader used to allocate a BWV camera to a user.

**Redaction**—censoring or obscuring part of a file for legal or security purposes.

**Use**—refer to **9. USE** further in this General Order.

**VideoManager**—a digital evidence management system that SAPOL uses for managing captured video, system users, and body worn cameras.

**Tag/tagged**—the process of adding associated data to uploaded footage in VideoManager. This includes adding metadata (for example Shield occurrence number or an Apprehension report number) or nominating an event type for record retention purposes.

**User**—BWV operator.

#### 4. **BACKGROUND**

BWV solutions implemented in overseas law enforcement jurisdictions have resulted in many efficiencies within their respective justice systems.

The BWV camera is overt and designed to capture video/audio recorded by a user during the course of their duties. The user is required to tag the captured footage within VideoManager for retention purposes.

SAPOL's primary use for BWV is to:

- improve safety of members
- increase operational efficiencies and overall productivity
- increase efficiencies in the justice system
- improve public confidence in police
- provide a flexible solution that meets the changing demands on police.

The use of BWV supplements other evidence collection methods and facilitates the securing of video evidence.

#### 5. **BENEFITS**

The use of BWV offers SAPOL significant benefits and efficiencies including:

- the securing of complementary video evidence
- increased user operational safety
- early resolution of matters before the courts
- reducing the frequency of use of force incidents (by and against police)
- reducing the number of frivolous complaints against police
- maintaining and inspiring public confidence
- improving the efficiency of the resolution of complaints against police.

#### 6. **CARRIAGE**

In accordance with this General Order, when available members must wear and use a SAPOL-issued BWV camera.

**Members (excluding police cadets)**

BWV is issued primarily for frontline uniformed policing duties. Prior to using a BWV camera a user must:

- have successfully completed the BWV training program, which comprises the online and corporate training packages (which must be recorded on CHRIS21)
- be familiar with their responsibilities in relation to the safe and appropriate use of the BWV equipment
- be familiar with their responsibilities in relation to the correct management of data
- be currently Operational Readiness Qualification (ORQ) qualified.

**Police cadets**

Police cadets are expected to be able to competently use the BWV solution (including the BWV camera, hardware and VideoManager) prior to graduating. Accordingly, BWV training is incorporated into the Constable Development Program.

Cadets may be issued with a BWV camera while on out-phase provided they have completed the appropriate training; however, priority for available BWV cameras must be given to general patrol members.

**7. DRESS STANDARDS**

BWV cameras are designed to be overt, are approved for wearing with uniforms and must only be attached in approved locations via the approved mounting device/clip.

The BWV camera may be removed from the body only for the purpose of recording a DVEC. A BWV camera must not be removed from the body for any other recording or interview purpose. Approval does not extend to any other form of statement or record or interview.

To mount the BWV correctly, refer to [ORQ Resources](#) on the intranet.

**8. ALLOCATION**

In accordance with General Order, **Operational safety—operational equipment** relative to daily issue equipment a user is required to:

- use their unique user identifier token to be allocated a BWV camera
- ensure the BWV camera is on standby with pre-record buffer activated
- confirm the BWV camera is undamaged, in good operational condition and ready for operational use
- only use the BWV camera the system has assigned to them—users must not swap cameras with other members as the BWV allocation system applies the user's credentials to the BWV camera when allocated.

## 9. USE

BWV cameras are overt and are used to capture interactions between users and the public, and must be activated as soon as practicable for police-related events where:

- there is face to face interaction with the public that occurs in the course of a user's duty (for example a traffic stop, request for assistance or a general tasking)
- it would provide corroborative evidence (for example a search of a premises when no one is present—BWV cameras must not be used to record high risk driving)
- it is used for recording a DVEC.

In the event an interaction is not recorded and that interaction is subject to further investigation a user may be required to justify their decision not to activate the BWV camera.

All digital information captured on a BWV camera remains the property of SAPOL and must be managed in accordance with this General Order.

### Guidelines

The following guidelines outline the use of BWV cameras and recordings:

- All recordings will be event or interaction specific (not recordings of entire shifts).
- Users will, as soon practicable, activate the BWV camera prior to commencing an interaction so as to capture the entire interaction.
- All BWV users present at a police-related event will activate their BWV camera regardless of the presence of other BWV cameras.
- BWV is not to be considered a substitute for traditional recording practices for compliance with section 74D of the *Summary Offences Act 1953*.
- Upon activation of a BWV camera, the user will announce to their work colleagues that the recording device has been activated.
- When safe to do so, the user will announce to the person being interacted with that the BWV camera has been activated.
- Recording will, where possible, continue uninterrupted from activation until the conclusion of the event.
- Where a recording is interrupted, the circumstances surrounding the interruption will be recorded in the user's notebook.
- When conducting a DVEC, members must turn off their BWV camera prior to commencing the DVEC pre-conversation with the victim. Members must reactivate their BWV camera when they are ready to commence the DVEC.
- A person being recorded on a BWV camera may request the recording be terminated. When recording a police-related incident there is no obligation to terminate the recording unless a specific exception applies. The decision to terminate or continue recording remains with the user, who must consider all the circumstances.
- A BWV camera is not to be used as a dash cam and must not be mounted in a vehicle.
- BWV cameras must not be used to record high risk driving, refer to **9. USE** previous in this General Order.

- BWV cameras will not be used to make recordings of interactions with colleagues, supervisors, managers or for any purpose other than those identified by this General Order.
- To prevent unintentional recordings and preserve battery life, users will turn BWV camera power off during breaks and when at a police complex typing or performing administrative duties.
- Images obtained from BWV footage will not be uploaded to person descriptions within Shield.

### **Expiation notices**

Expiation notices should continue to be completed to the accepted standard including notes of the offending and record of conversations. BWV records captured when issuing an expiation notice should be treated as non-evidentiary and not tagged unless there is a suspicion that the interaction is likely to be the subject of a complaint against police or required as evidence.

### **Adult caution**

BWV footage captured in relation to matters that are handled by adult caution should be treated as non-evidentiary and not tagged. However, where there is a suspicion the interaction/action may be the subject of a complaint against police then the captured footage must be tagged.

### **Evidence**

BWV is a supplement to the gathering of evidence and should not replace the recording of comprehensive notes or the collection of evidence by other methods of investigation.

### **DVEC**

BWV is an option for obtaining DVECs; however, this use relates to obtaining domestic violence victim's statements in prescribed circumstances only and does not extend to any other form of statement. Members should be aware that there is currently no view finder on the BWV camera and should consider positioning and proximity to the victim to ensure that the victim is in the frame and that the audio is captured.

Members are reminded that prior to commencing a DVEC and where practical, they should remove the BWV from their person and position the camera in a fixed position so as to ensure that the victim is captured within the video frame.

Where members are concerned about the suitability of BWV for conducting a DVEC then an alternative recording device should be used.

### **Forensic services**

The use of BWV does not replace existing procedures relating to the recording and processing of crime scenes or forensic procedures for victims and offenders (refer to the [Crime Scene Investigation Manual](#) for further information).

### Recording exclusions

BWV cameras will not normally be used to make recordings in the following locations or circumstances:

- victim interview when investigating rape or sexual assault allegations
- intimate forensic procedures
- discussions between an alleged offender and their legal representative
- interactions that could potentially identify human sources or covert police operatives
- discussions between emergency service personnel
- situations that may reveal police, investigative or tactical techniques
- mental health co-response member whilst clinician(s) is undertaking a mental health assessment—refer to Standard operating procedure, [Police and Mental Health Response](#)
- Any briefing or debriefs.

### Terminating recordings

Users may be called upon by the courts, their supervisors or Ethical and Professional Standards Branch to justify their decision to terminate a recording. Users should record in their notebook the circumstances leading to the decision to deactivate the BWV camera.

At the conclusion of an interaction or event users should continue recording for a short period afterwards to ensure the entire interaction/event has been captured.

Recording may be terminated when the user attends a cell complex or other area where alternative recording devices are active.

## 10. CONCLUSION OF SHIFT

At the conclusion of a shift users will check the BWV camera for damage, and where damaged or faulty must take appropriate action in accordance with General Order, **Purchase, use and disposal of items and equipment** and/or complete a defect card.

### Docking

When returned at the end of a shift the equipment officer will check the BWV camera for damage and then place the camera in the docking station. Upon docking, the BWV camera will start re-charging and the footage recorded will commence uploading to the VideoManager system.

Digital information captured on a BWV camera by users remains the property of SAPOL, employees must comply with General Order, **Information—access and release** and be aware that all activity within the VideoManager is recorded and audited.

## 11. DATA INTEGRITY

To maintain the chain of evidence and data integrity, users cannot delete footage from the BWV camera. When the BWV camera is docked, all captured footage will be automatically uploaded into the VideoManager.

As the VideoManager is a secure platform and retains the original version of all recordings there is no requirement to create a copy for the purpose of depositing within Shield.

## 12. TAGGING

When the captured footage is to be retained, users must tag it within the VideoManager system within two working shifts to ensure:

- the electronic tagging of the record is relatively contemporaneous
- the captured footage is not forgotten and automatically deleted after 90 days.

Captured footage will be automatically uploaded to the VideoManager once the BWV camera is docked. The captured footage cannot be tagged until it has been fully uploaded.

A user wishing to retain their captured footage for longer than 90 calendar days is required to tag it. Untagged footage will be automatically deleted after 90 calendar days.

Supervisors are to ensure members are allocated time to tag any captured footage as required.

### **Adding metadata information to records**

Metadata is data that is attached to captured footage to describe and provide additional information. Types of metadata include the size of a file, the recording time, date, and the creator of the file.

Metadata containing the BWV camera's serial number, time and date the footage was captured and the user's identification number are automatically added to every BWV recording.

Users are responsible to ensure during the tagging process that appropriate additional metadata is added to all records. This may include:

- SACAD message number
- Shield occurrence number
- evidentiary file reference—for example expiation notice number
- DVEC check box is ticked where a DVEC has been obtained.

## 13. ACCESSING RECORDS ON VIDEOMANAGER

Employees are reminded that all activity within the VideoManager system is recorded and audited. The viewing or copying of footage is only permitted for legitimate and lawful purposes. Depending on the nature of the incident, viewing of captured footage should be strictly limited to minimise exposure which could result in possible re-traumatisation or psychological harm.

The ability to view records in VideoManager is controlled through role-based permissions. These roles include:

- the user that recorded the footage
- the user's supervisor
- senior officers in the recording user's chain of command
- Ethical and Professional Standards Branch and/or Anti-Corruption Branch in response to a complaint or investigation
- administrator—for system maintenance and permissions.

#### 14. FILE PREPARATION

General Order, **Arrest/report procedures and documentation** must be complied with when preparing a prosecution brief. When BWV footage exists, the investigating officer **must** indicate in the brief narrative that BWV footage exists.

Similarly, where a DVEC has been obtained, this should be clearly identified in the victim's version in the Facts of charge.

##### **Prosecution briefs**

When preparing a prosecution brief where BWV evidence has been captured, a user will access VideoManager and create an evidence bundle or DVD compilation.

##### **Redaction of body worn video captured video**

The VideoManager system is capable of redacting and obscuring objects, such as faces. When a legitimate or lawful purpose exists to protect the identity or location of an individual or individuals, employees will be able to redact/obscure such information within the system. For integrity purposes the original video file is not modified when an employee redacts the footage.

##### **Disclosure**

The *Criminal Procedure Act 1921* prescribes the requirement for prosecution to disclose material to the defence. BWV footage may be subject to disclosure and member's must comply with General Order, **Disclosure compliance and subpoena management**.

##### **Statements from employees**

An employee who is or may be a witness to an incident, who responds to a reported incident, or who is involved in the investigation of an incident, must, at the request of the investigating officer provide a signed statement outlining their involvement, actions and observations. The employee will provide a copy of all notes and advice or other relevant materials within a reasonable period of time after the incident, if not by completion of the shift. A signed sworn or affirmed affidavit is preferred as the accepted format for presenting evidence before the court. Should the matter proceed to court, the witness must provide their statement in the format required by the court. A signed sworn or affirmed affidavit enables the court to accept evidence without the need to provide oral evidence. There will be occasions however, when the employee will be required to attend court and provide oral evidence.

## 15. FREEDOM OF INFORMATION

To ensure legislative compliance, requests made pursuant to the *Freedom of Information Act 1991* should be directed to the [Freedom of Information Unit](#).

## 16. RELEASE OF INFORMATION

Employees are authorised to release BWV footage in accordance with:

- [Information sharing guidelines](#) which apply to the release of official information for operational purposes only.
- General Order, Arrest/report procedures and documentation, when preparing a prosecution brief
- General Order, Disclosure compliance and subpoena management, when responding to a criminal, civil or coronial subpoena
- General Order, Freedom of information
- General Order, Information—access and release
- Standard operating procedure, [Domestic Violence Evidence in Chief \(DVEC\)](#).

Use of BWV, including the storage and management of recordings, will not be used for any purpose other than specified in this General Order and will not be released for any other purpose without the permission of an officer of police.

## 17. RECORD RETENTION PERIODS

The retention of BWV records is governed by the SAPOL Operational Records Disposal Schedule 2009/09 Version 2 (RDS). The RDS is used to 'sentence' records, applying the appropriate record retention period for each type of record.

As soon as practicable users will create an event type in VideoManager where a record relates to:

- an offence (excluding an expiable offence)
- a suspected offence
- material or information that is likely to be of value (for example a street check)
- an event that is likely to give rise to a complaint.

Records not added to an incident will be deemed to be non-evidentiary and will be automatically deleted from the VideoManager system on the 91<sup>st</sup> day after uploading. Once a record has been deleted it cannot be retrieved.

Records attached to an incident will be retained as per the disposal schedule relating to the class/type of record.

## 18. HELP SERVICES

For assistance with how to use the BWV solution including the VideoManager system, contact the Business Support Unit on telephone 732 23344.

For assistance with any damaged or defected asset, a HEAT request is to be generated by contacting Information Systems and Technology (IS&T) Service Desk, telephone 732 23333.

## 19. STOLEN, LOST OR DAMAGED ASSETS

An employee is responsible for safeguarding information technology (IT) assets provided by SAPOL. When IT assets are stolen, lost or damaged, reimbursement for any loss or damage may be sought in accordance with regulation 22 of the Police Regulations 2014.

An employee must report any loss of or damage to SAPOL IT assets to their manager/supervisor as soon as the loss or damage is identified and submit a **PD98 SAPOL property—damage, loss or stolen report**, in accordance with General Order, **Purchase, use and disposal of items and equipment**.

An employee must not attempt to repair a damaged asset under any circumstance.

When an employee or an equipment officer becomes aware of a damaged asset they are required to deliver the asset with the accompanying documentation to IS&T Service Desktop Support (internal post code 98).

### Body worn video assets

District/LSA officers in charge/branch managers are responsible for ensuring their asset registers are maintained and regularly audited. This audit is to include BWV cameras, docking stations, dock controllers and RFID readers. Movement of assets must be recorded on a **PD97 Fixed asset, monitored or local item management transaction** in accordance with General Order, **Purchase, use and disposal of items and equipment**.

### Hardware failure/warranty issues

#### *Body worn video equipment returned to the supplier under warranty*

Where BWV hardware needs to be returned to the third party vendor, this will be managed through the Help Desk, Service Delivery Branch, IS&T Service.

#### *Warranty record keeping*

Manager, Desktop Support Section, Service Delivery Branch, IS&T Service is responsible for ensuring IS&T managed equipment, including the BWV cameras and associated hardware are appropriately recorded. These records are required to be maintained and must include at a minimum the location of where the assets are being deployed, and in cases of failure or damage, the serial number of the failed or damaged asset and whether it has been destroyed.

## 20. DISPOSAL OF INFORMATION TECHNOLOGY ASSETS

The disposal of all SAPOL IS&T managed assets will be undertaken by IS&T in accordance with this General Order.

The Manager, Desktop Support Section is responsible for the disposal of BWV assets in compliance with Desktop Support Section internal procedures.

## 21. REFERENCES

[Crime Scene Investigation Manual](#)

*Criminal Procedure Act 1921*

*Freedom of Information Act 1991*

General Order, **Arrest/report procedures and documentation**

General Order, **Digital information management framework**

General Order, **Disclosure compliance and subpoena management**

General Order, **Domestic abuse**

General Order, **Dress standards**

General Order, **Freedom of information**

General Order, **Information—access and release**

General Order, **Notebooks**

General Order, **Operational safety—operational equipment**

General Order, **Purchase, use and disposal of items and equipment**

General Order, **Youth justice**

[Information Privacy Principles Instruction \(PC012\)](#)

[Information sharing guidelines](#)

*Listening and Surveillance Devices Act 1972*

[SAPOL Operational Records Disposal Schedule 2009/09 Version 2](#)

Standard operating procedure, [Domestic Violence Evidence in Chief \(DVEC\)](#)

Standard operating procedure, [Police and Mental Health Response](#)

*Summary Offences Act 1953*

*Summary Offences (Indecent Filming) Amendment Act 2008*

**22. DOCUMENT HISTORY SINCE 12/04/2017**

Gazette reference (SAPG)	Date	Action (amendment/deletion/new/review/temporary variation)
84/17	12/04/17	New General Order.
216/17	25/10/17	Amendment—at <b>9. USE, Guidelines</b> a requirement added to turn off the BWV power during breaks, typing or performing administrative duties. At <b>13. ACCESSING RECORDS ON VIDEOMANAGER</b> text added in relation to restricting viewing of footage.
194/18	29/08/18	Amendment—at <b>9.USE</b> text amended to clarify when the BWV must be activated.
266/18	05/12/18	Amendment—at <b>9. USE, Guidelines</b> a new dot point added that images from BWV footage are not to be uploaded to Shield.
89/19	24/04/19	Review 2019.
247/19	04/12/19	Amendment—including references to DVECs.
89/20	20/05/20	Amendment—at <b>9. USE</b> text added to define an interaction as face to face and that body worn video cameras are not to be used to record high risk driving.
68/22	06/04/22	Amendment—at <b>14. FILE PREPARATION</b> a new subheading <b>Statements from employees</b> has been added.
60/23	05/04/23	Amendment—at <b>9 USE, Recording exclusions</b> , additional dot point inserted, BWV cameras will not normally be used by the mental health co-response member whilst clinician is undertaking mental health assessment. Throughout document terminology amended concerning IMOST, Apprehension and Police incident reports.

**APPROVED BY COMMISSIONER/DEPUTY**

.....  
Print Full Name

.....  
ID Number

.....  
Signature

24/3/2023  
Date

**Documentation certification and verification**

General Order draft—prepared by: Sergeant Luke Houslow, Acting Operations Support Coordinator, Metropolitan Operations Service

General Order—verified by: Assistant Commissioner Scott Duval, Metropolitan Operations Service