

## Frequently asked questions:

- **I'm a pretty good handyman, can I install the CCTV system myself?**  
No. CCTV systems must be provided and installed by a registered business with a Security Agents Licence Number.
- **Why do I need to register my CCTV with the Police?**  
This will assist WA Police Force to locate CCTV cameras during investigations. It may also be utilised by emergency services and public security organisations to help them to respond more effectively to emergency situations as they arise. These are key elements of the Safe City Community CCTV program and are integral in achieving the City's desired outcomes.
- **What if I refuse to provide CCTV footage to the WA Police Force?**  
Agreeing to provide CCTV footage to the WA Police Force, when requested, forms part of the Terms and Conditions for this program. Failure to do so will result in the City retrieving any payments it has made to the applicant.
- **I already have an old CCTV system installed, can I upgrade to newer cameras and claim the rebate?**  
Yes, provided all conditions are met.
- **I have an existing CCTV system, can I apply for the funding?**  
No, systems installed before 12 October 2022 are not eligible for funding.
- **Can I use the rebate to install CCTV cameras both inside and outside my home?**  
Yes. As long as the outside cameras include a public angle field of view overlooking the road, footpath, front verge, or any other applicable public area.
- **I've just paid \$800 for a CCTV system, does that mean I can claim the full \$500 rebate?**  
No, your funding is up to 50% of the total cost of the product and installation costs, up to a maximum of \$500 funding. In this instance you would be eligible for \$400 funding from the City.

Your CCTV system cost:	The City will provide:
\$600	\$300
\$800	\$400
\$1000	\$500
\$1500	\$500
\$2000	\$500

- **What brand of CCTV system do you suggest I buy?**  
That is entirely up to you the consumer as it allows you to have choice to fit with your budget. We can't recommend one brand over the other. However, the CCTV system must meet the Face Recognition (50 per cent) requirement of the Australia New Zealand Policing Advisory Agency (ANZPAA) Resolution Test Chart within 10 metres of the public facing camera. Resolution Test Chart can be downloaded from the City's website.

The public facing camera of the CCTV system must meet the following minimum technical requirements:

- a) 4-megapixel
- b) 21 days constant recording
- c) Night time capable
- d) Hardwired camera

- **Where should I buy my CCTV system?**

That is entirely up to you the consumer. We can't recommend one retailer over the other. However, your system must be provided and installed by a registered security company with a Security Agents Licence.

- **What quality of CCTV camera should I buy?**

The CCTV system must meet the Face Recognition (50 per cent) requirement of the Australia New Zealand Policing Advisory Agency (ANZPAA) Resolution Test Chart within 10 metres of the public facing camera. Resolution Test Chart can be downloaded from the City's website.

The public facing camera of the CCTV system must meet the following minimum technical requirements:

- a) 4-megapixel
- b) 21 days constant recording
- c) Night time capable
- d) Hardwired camera

- **I live in the City of Gosnells but own a property in another council. Can I claim the CCTV rebate for that property?**

No. CCTV must be installed in the City of Gosnells.

- **I live in another council but own a property in the City of Gosnells. Can I claim the CCTV rebate for the property in the City of Gosnells?**

Yes, as long as the conditions are met. CCTV must be installed within the City of Gosnells.

- **I live in a rear property. Can I apply for the Safe City Community CCTV rebate?**

No. Rear properties of developments, or properties with limited fields of view of a public area, are not eligible for funding.

- **Am I guaranteed the CCTV rebate if I qualify?**

No. The City provides no guarantee that a rebate can be provided to all applicants if the allocated budget is fully expended prior to the end of the financial year. Allocating funding to a project remains the discretion of the City.

- **I have just moved into a new rental and the previous tenant applied for the rebate, but has taken the system with them. Can I make my own claim for the same property?**

Yes, as long as the conditions are met. You must also have written approval from the home owner or property manager before applying.

- **I had claimed the security rebate at a previous property and have just moved to a new premises. Can I claim it again?**

Yes, as long as you are not claiming for the items purchased from the previous property and conditions are followed.

- **Can I apply for the Safe City Community CCTV rebate if my rates are in arrears?**

No. Applicants cannot have a current outstanding debt with the City.

- **Are businesses within the City of Gosnells eligible for the Safe City Community CCTV program?**

Yes, as long as the conditions are met.

- **Am I able to go with a quote that is different to the one I submit for pre- approval?**

Yes, if you find a better deal or would like to go with a different quote you are welcome to. Your system still needs to meet all the requirements and terms and conditions of the Safe City Community CCTV program.

- **How do I get the footage from my CCTV system and get it to the City?**  
Ask your security company to show you how to use your system, and how to get footage from it. Your security company will be able to train you on how to use your CCTV system, and to get the 5 second video clip from your CCTV. You can email this clip into the City, or if you want to bring in a USB with the footage on it, this is also ok.
- **Why do I need to give you a 5 second clip from my CCTV?**  
Part of the program is providing footage to WA Police Force when they request it. You need to prove to the City that you know how to use your CCTV system and how to get footage from it. Ask your security company how to use your system and how to get footage and video clips from your CCTV system.
- **Can I submit my CCTV 5 second video clip via a USB?**  
Yes, however we will not be able to give you the USB back as it will be considered a corporate record and the City will need to keep the USB.