



Frequently asked questions:

General:

- **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?**
Systems installed before 12 October 2022 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.

Dwelling Eligibility:

- **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 on a property 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?**
Yes. Under the new terms and conditions, systems installed that have a view of an easily accessible area by the public are eligible for a rebate. This includes long driveways for rear properties.
- **Can I use the rebate to install CCTV cameras both inside and outside my home?**
Yes. As long as one of the outside cameras capture a view of an easily accessible public area, such as the road, footpath, long driveways, open private roads or other open public spaces.
- **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.



Purchasing/installing cameras:

- **I'm a pretty good handyman; can I install the CCTV system myself?**

All CCTV systems part of this program are required to be hardwired, and all contracted hardwired electrical work under Western Australian law must be completed by a licensed electrician or security agent.

CCTV installation invoices will not be accepted by the City without proof of license.

- **How can I verify that my installer has a security agent license number?**

You can verify that your installer has a security agent license by accessing the [Western Australia Police Force Current License Holders list](#). This list updates every month automatically by WA Police Force.

- **Why do I need a Security Agent to sign off on my system? Can't my electrician do this?**

Under Western Australia's *Surveillance Devices Act 1998*, CCTV camera installations must be verified by someone with a Security Agent's License – which is separate from an electrical license. While electricians handle the technical installation, only licensed Security Agents are qualified to assess surveillance compliance requirements. The statement from a Security Agent confirms to the City that your system meets all legal requirements.

- **What brand of CCTV system do you suggest I buy? Where should I buy it?**

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 or supplier 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 from 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 specification requirements:

- a. 4-megapixel or higher
- b. 21 days constant and continuous recording (not motion detected)
- c. Night time capable
- d. Hardwired

- **Will the City reimburse the call-out fee for having a licensed security installer audit my system and provide a statement?**

Under the new terms and conditions, call-out fees will be included in the total cost of supply and installation for a CCTV system. There are no separate reimbursements for call-out fees.



- **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

Supporting Documents:

- **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.
- **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 and upload your video clip to the web form on the City's website.
- **Why do I need to give you a 5 second clip from my CCTV?**
A key part of the program involves supplying clear footage to the WA Police Force when requested. You'll need to provide high-resolution footage and demonstrate to the City that you are capable in using your CCTV system and retrieving footage from it. Ask your security company how to operate your system and access video clips and footage.