

# CCTV Rebate Scheme

## Frequently Asked Questions

### **I already have an installed CCTV system, am I eligible for the rebate?**

No. Existing CCTV systems are not eligible for the City's CCTV Rebate.

### **If I upgrade an existing CCTV system, am I eligible for the Rebate?**

No. The aim of the City's CCTV Rebate Scheme is to increase the total number of CCTV systems which meet minimum technical requirements to feed into Cam-Map WA which can be used by WA Police and the City to aid in the detection and prosecution of anti-social and criminal activity in the City of Joondalup.

### **What quality of CCTV do I have to buy to be eligible for the Rebate?**

The CCTV system must be a fixed camera and installed according to the *Surveillance Devices Act 1998* and *Privacy Act 1988*. The public-facing camera of a CCTV system must meet the following minimum technical requirements to be eligible for consideration of the Rebate:

1. Three (3) megapixels
2. 31 days constant recording
3. Night-time capable
4. Hardwired and;
5. Footage must be time and date stamped.

### **Can I install a wireless CCTV system and be eligible for the Rebate?**

No. Due to the unreliability of battery and solar-powered systems, wireless CCTV systems are not eligible for the Rebate. For the Rebate to be approved, a hard-wired system is required so that the recording of the public space is as reliable and consistent as possible and recording of the public space is not compromised by, for example, dead batteries on a wireless camera.

### **Can you suggest a CCTV system to install and where to purchase?**

The City makes no recommendation as to any particular system, brand, supplier or installer. It is up to you to liaise with security companies and installers to get advice and a system which meets the minimum technical requirements and terms and conditions of the scheme. The City encourages you to speak with various suppliers and seek quotes to obtain the best product and value for money required for an eligible system.

### **Why do I have to register my CCTV system with Cam-Map WA?**

The Cam-Map WA database assists WA Police with its investigations. Registering your system assist WA Police in locating CCTV cameras during investigations and is a requirement of the City's CCTV Rebate Scheme Terms and Conditions.

### **Where do I register my CCTV system?**

CCTV system locations must be registered with the WA Police Cam-Map WA database. Register online via Cam-Map WA. You must provide proof of registration with Cam-Map WA with your CCTV Rebate Payment (Step 10 Application (Step 2)).

### **I live in the City of Joondalup, however own a property in another Council. Can I claim the Rebate for that property?**

No, the Rebate is only available for properties located within the boundaries of the City of Joondalup.

### **I own multiple properties within the City of Joondalup. Can I claim a Rebate for each property?**

No. Applicants are eligible for one rebate per round funding.

### **Are businesses in the City of Joondalup eligible for the CCTV Rebate?**

Yes. Businesses can apply for the Rebate. Businesses registered for GST will receive a Rebate up to \$500.00, inclusive of GST, so that the Rebate for businesses will total up to \$454.55 + \$45.45 GST.

### **I work at a business in the City of Joondalup and want to install a CCTV system for my workplace. Can I apply for a Rebate on behalf of the business owner?**

Yes you can, subject to the owner of the business providing written consent for the application. The owner's consent will also need to be included with the application (at Step 1).

### **I rent a house and want to install a CCTV system. Can I apply for the Rebate or does the landlord need to apply?**

Yes you can, subject to the owner of the property (landlord) providing written consent for the application and you including that written consent with the application (at Step 1).

### **Can I apply for a Rebate with the City if I have outstanding debts or infringements with the City?**

No. Applicants must not have any outstanding debts with the City to be eligible (existing payment plans for current-year rates are not considered a debt to the City for the purposes of eligibility for the Scheme).

### **Am I guaranteed the CCTV Rebate if I meet all eligibility criteria?**

No. The City provides no guarantee that a Rebate can or will be provided to every eligible applicant. The City has a limited budget allocated for the Scheme and Rebates will be approved and paid on a 'first-come, first served' basis (subject to all eligibility criteria and application requirements being met).

### **When do I get the CCTV system installed?**

Only once you have received notice from the City that your Rebate Pre-approval application (Step 1) has been approved. Note that you will need to pay for, install the CCTV System and apply for the CCTV Rebate Payment (Step 2) within 60 days of receiving notice of pre-approval from the City.

### **I can't afford to pay for an approved CCTV system up-front. Can I get an advance on the Rebate from the City?**

No. The terms and conditions require that once the City has provided a Pre-approval (at Step 1) for your proposed CCTV system, you need to pay for the purchase and installation of the approved system, and then submit all documents required for your Rebate Payment application (Step 2) including proof of purchase. Once the City approves your Rebate Payment application, then the Rebate will be paid to your nominated account.

### **If I am approved for the Rebate, how long will it take for the City to transfer the Rebate funds to my account?**

Once your Rebate Application (Step 2) is approved, the funds will be transferred into your account within 6-8 weeks.

### **Once installed, am I required to do anything else?**

Yes, you must operate and maintain the CCTV system according to manufacturer's instructions and keep the system registered with Cam-Map for no less than 12 (twelve) months. If you have received a Rebate for a CCTV system, a failure to operate and maintain the CCTV system or to keep it Cam-Map registered may result in the City seeking repayment of the Rebate.

We also will ask that you complete a feedback survey about the Scheme.