

# SA Health CCTV Pilot

Cassie Mason  
Director, Office for Ageing Well



Government  
of South Australia

SA Health



# Why undertake a CCTV pilot in the first place?

- Widespread concerns about the quality and safety of care of vulnerable adults within residential care settings.
- Covert filming / increased interest in the use of audio-visual surveillance to safeguard vulnerable people.
- Polarising issue across the community, with both strong support and strong opposition.



# SA Health CCTV Pilot

- In April 2019, the South Australian Government announced that it would lead an Australian-first project to explore the acceptability and viability of using audio-visual surveillance and monitoring within aged care settings.
- Funding from the Commonwealth Government Dementia and Aged Care Services.
- Audio-visual surveillance technology to be installed in both common areas and bedrooms of SA Health operated pilot sites, with bedroom cameras activated on an opt-in basis.
- Monitored by an independent third party.



# Aims

- Assess the acceptability of audio-visual surveillance and monitoring within aged care settings by residents, their families and staff.
- Assess the potential for audio-visual surveillance and monitoring to provide increased levels of resident safety, improve care delivery outcomes and reduce adverse incidents.
- Assess the viability of transparent audio-visual surveillance and monitoring as an ongoing feature in South Australian aged care settings.



# Pilot sites

- Five SA Health operated pilot sites have been identified, taking into consideration a range of factors:
  - Four residential aged care facilities located in regional South Australia – Mt Pleasant, Bordertown, Waikerie and Pt Pirie.
  - One older person's mental health service located in metropolitan Adelaide – Northgate House.



# Scoping the project - key considerations

- Ensuring residents' rights to privacy and dignity are maintained.
- The ability to strategically redact surveillance in sensitive areas or as requested by residents.
- Legal issues, including: legislative considerations and obligations; industrial issues; and retention and storage of data.
- Communication, consultation and engagement requirements for a range of stakeholders.
- Consent processes.



# Evaluation

- Independent supplier.
- Conducted over the 12 month pilot period.
- Include a range of resident experience measures, as well as staff acceptability and quality and safety improvement measures.
- Engage a broad range of stakeholders, including residents, families and staff.
- Recommendations to inform future decisions around use of the technology in Australian aged care facilities.



# Where are we up to now?

- Final stages of the procurement process to contract a new technology partner.
- First two pilot sites anticipated to be implemented over the next few months, with the remaining sites to be rolled out in a phased approach to enable us to learn as we go.
- Steering Committee providing advice around key project activities.





# Key activities to be undertaken prior to implementation

- Engagement with staff, residents and families.
- Development of consent processes.
- Development of policies and process around the retention and storage of data, as well as access to footage.



# **Government of South Australia**

---

SA Health