

CBRE | HOMEWORLD HELENSVALE

Integrated Security and CCTV Modernisation

A practical, Avigilon-led security upgrade for a major Gold Coast commercial and retail precinct.

Protect existing investment. Improve security coverage. Support the property for the long term.

SecurityEyes upgraded Avigilon CCTV, retained compatible Hikvision cameras and took over servicing and integration of the existing Gallagher access control system, alongside monitoring and radio communications.

Avigilon CCTV | Ubiquiti | Gallagher | Alarm monitoring | Motorola

CLIENT CBRE Property Management

LOCATION Helensvale, Gold Coast, QLD

01 / THE CONTEXT

Modernisation without unnecessary replacement

Homeworld Helensvale operates across multiple retail buildings and shared public spaces. Its security estate contained mixed generations of cameras and a distributed IP network that needed a practical, well-documented upgrade.



SITE ACTIVITY | VIDEO FRAME

THE CHALLENGE

A complex live environment

The property required stronger camera coverage and dependable operational security while retaining functional cameras that could not be replaced immediately.

Work also needed to accommodate day-to-day retail and facilities activity.

OUR DELIVERY PRINCIPLES

Assess the existing estate

Document condition and capability before introducing new technology.

Integrate where practical

Keep compatible legacy Hikvision cameras in the Avigilon environment.

Plan for ongoing support

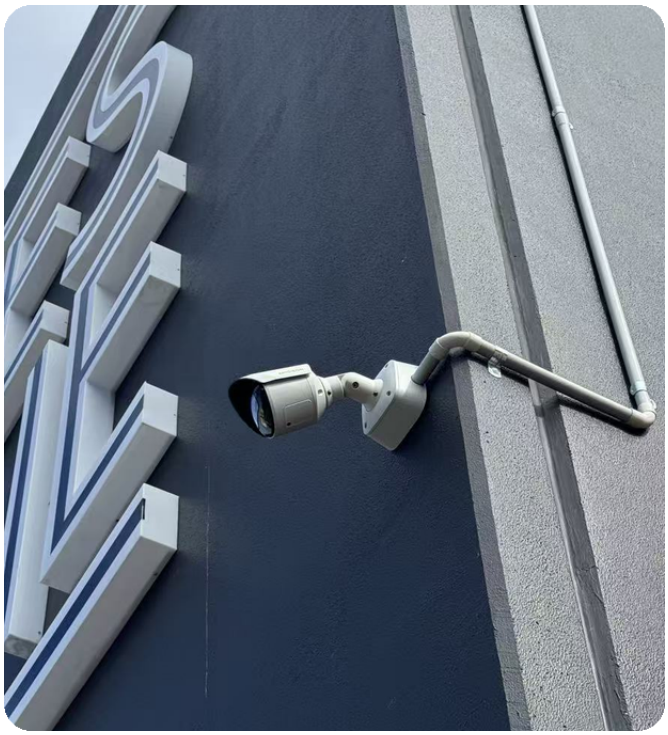
Establish serviceability and a clear maintenance pathway.

02 / PRIMARY PROJECT SCOPE

Avigilon CCTV, built around the existing site

SecurityEyes modernised the video management and recording environment, introduced targeted high-resolution Avigilon coverage, and retained suitable legacy Hikvision IP cameras within the upgraded surveillance system.





Existing surveillance hardware and site-mounted CCTV assets documented during the upgrade.

WHAT THE CCTV PROJECT DELIVERED

- **A comprehensive site assessment:** Camera condition, coverage requirements and existing infrastructure were reviewed before deployment.
- **Stronger surveillance coverage:** New Avigilon cameras were deployed to improve visibility in important public and operational areas.
- **Compatibility across manufacturers:** Operational Hikvision cameras were retained where practical, avoiding unnecessary wholesale replacement.

03 / INTEGRATED DELIVERY + LONG-TERM SERVICE

More than surveillance

Beyond CCTV, SecurityEyes assumed full servicing responsibility for the existing Gallagher Controller 6000, completed security integration work and delivered alarm back-to-base monitoring and operational communications.

Ubiquiti networking

Support for the existing IP network infrastructure underpinning reliable surveillance connectivity.

Gallagher 6000 service + integration

Full servicing responsibility for the existing Gallagher Controller 6000 system, including integration work.

Alarm back-to-base monitoring

Delivered alarm back-to-base monitoring to support property security and coordinated response.

Motorola radio communications

MOTOTRBO R2 digital radios and private-frequency licensing arrangements to minimise interference.



ONGOING SUPPORT

Preventive maintenance every six months

SecurityEyes provides ongoing security system servicing under a CBRE maintenance agreement, with scheduled preventive visits every six months.

One accountable partner for CCTV, legacy access control support, integration and ongoing care.

securityeyes.com.au/contact/