

COMMISSIONER FOR LICENSING

SURVEILLANCE HINTS FOR LIQUOR LICENSEES

INFORMATION LEAFLET

Purchasing Digital Surveillance Systems

Prior to purchase of a surveillance system licensees/operators should determine how much hard disk space will be required to meet the surveillance standards. Licensees/operators should also be aware of the effect of light levels on video image clarity, thus it is important to choose appropriate cameras.

While the system supplier should be able to determine storage requirements for the operator the following are some of the determining factors:

- The number of cameras to be used.
- The actual frame rate each camera (minimum 6 frames per second) will record at.
- The approximate time each camera will be recording at the accepted fps (video compression ratio will be an additional factor).
- The length of time recorded data should be retained (minimum 14 days).

General Guidelines – Digital Surveillance Equipment

1.1 Equipment Specifications

All equipment installed at your liquor premise (i.e. cameras, hard drives, monitors), should meet the minimum specifications set out by the Commissioner For Licensing in the document *Technical Standards For Recorded Surveillance in Licensed Premises*. The standards can be viewed on the Treasury Department's website at www.treasury.tas.gov.au – follow the links to Liquor and Gaming

Liquor

Surveillance Standards for Licensed Premises.

1.2 Equipment Location

The location of the surveillance recording system is to be determined by the licensee; however Licensing Inspectors and Police are to have access to the system upon request. The system must have encrypted software so that no unauthorised persons can copy or play back recorded images. Keep all copies of your playback software separate from your recorder in order to prevent unauthorised access.

The Licensee should ensure that only authorised persons have access to the system and it is recommended that access passwords are updated every 3 months. It is preferable that the display on monitors is not visible to the general public.

1.3 Operational Instructions

It is preferable that an operational instruction manual is left with the system.

Where possible it is recommended to have supervisory staff trained in the operation of the system, in case of a system malfunction. The installation contractor number should also be easily obtained by supervisory staff.

1.4 Maintenance

All equipment should be maintained in good operating condition. Where the provision of a surveillance system is a condition of an Out Of Hours Permit and the system malfunctions it is recommended that details of the problem are entered in an incident register. A malfunctioning system should be repaired at the earliest opportunity.

The following maintenance guidelines are recommended for licensed premises:

Daily

Prior to the start of trade:

Ensure your system is powered on and ALL cameras are recording to the hard drive.
Review previous days recording and check for any inconsistencies in recorded times.
If gaming operates at the premise ensure all cameras recording the gaming areas are set to constant record and not motion detect.

Weekly

Prior to trade on a Monday:

Re-boot the operating system, this will give the system a chance to reconfigure operating files, and should decrease the chance of system failure (note: some systems will be set to automatically re-boot each day. Check your system manual or consult with your installation contractor.

Ensure each camera is accurately viewing the area required and has not been tampered with or moved.

Monthly

At the beginning of each month:

Ensure your system is storing at least 14 days of recorded surveillance
Review patronage levels and trading hours for increases. If hours have increased your system may be required to store more data. If so consult with the installation contractor.

Yearly

At a set time each year ensure your installation contractor has attended to provide a full service on the surveillance system.

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