



Tasmanian Liquor and Gaming Commission

Gaming Equipment Security Standards

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An electronic copy of these Gaming Equipment Security Standards is available at <https://www.treasury.tas.gov.au/liquor-and-gaming/gambling/regulatory-requirements>

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Preliminary

The Gaming Equipment Security Standards are made in accordance with section 112PA of the *Gaming Control Act 1993* (the Act) and apply to the conduct of gaming and gaming activities. A prescribed licence holder and its employees must adhere to and enforce these Standards. Failure to comply may result in disciplinary action against the prescribed licence holder.

A term used in these Standards has the same meaning as the same term used in the Act. A reference in these Standards to 'wagering' means a 'gaming activity' under the Act. For the avoidance of doubt, a reference to an 'employee of the licence holder' includes the licence holder's agent or, where the licence holder is a natural person, itself.

These Standards are in addition to the conditions imposed on each licence by the Tasmanian Liquor and Gaming Commission and any other requirement under the Act.

Gaming Equipment Security Standards

I. Gaming Equipment Security (Locks and Keys)

The following apply to a venue operator and a casino operator:

Gaming machines

For the purpose of this section:

- locks and keys refer to those used specifically on gaming machines; and
- when not in use refers to when the venue is closed or when gaming is not operating.

I.1 Locks and keys fit for purpose

Locks and keys must be fit for purpose.

I.2 Gaming machine doors and cashbox doors

All gaming machine doors and cashbox doors must be able to be securely locked.

I.3 Processor door lock and key to be unique

The lock group used for the processor door of a gaming machine must be unique to the processor door and not the same lock group that is used for other gaming machine doors and cashbox doors.

I.4 Record of locks and keys

An up-to-date and complete record of all locks and keys used in a venue must be held at the approved venue.

I.5 Record to be produced

The record required under standard I.4 must be produced to an inspector on request.

I.6 Key safe

A key safe or lockable cabinet must be used to securely store all keys when not in use.

I.7 Keys only accessible by gaming employees

Keys must be only accessible by gaming employees of the licence holder or a licensed technician.

I.8 Processor door lock fit or replace

A licensed technician must be used to fit or replace a lock to a processor door.

I.9 Gaming machine door to be locked

A gaming machine installed in a restricted gaming area must have its doors securely locked by a gaming employee of the licence holder:

- a) before leaving the gaming machine unattended; or
- b) upon completion of the purpose for which the lock was unlocked or the door was opened.

1.10 Lock supplier

Locks and keys must only be obtained from a member of the Master Locksmiths Association of Australasia.

1.11 Reproduction of keys

Keys must:

- a) be of a type that are only able to be reproduced by a master locksmith; and
- b) only be duplicated by the supplier who supplied the initial key.

The following apply to a casino operator:

Fully automated table games

For the purpose of this section,:

- *locks and keys refer to those used specifically on fully automated table game machines; and*
- *when not in use refers to when the venue is closed or when gaming is not operating.*

1.12 Locks and keys fit for purpose

Locks and keys must be fit for purpose.

1.13 Fully automated table game machine doors

All doors of a fully automated table game machine must be able to be securely locked.

1.14 Processor door lock and key to be unique

The lock group used for the processor door of a fully automated table game machine must be unique to the processor door and not the same lock group that is used for other fully automated table game machine doors.

1.15 Record of locks and keys

An up-to-date and complete record of fully automated table game machine locks and keys supplied must be held at the casino at which they are installed.

1.16 Record to be produced

The record required under standard 1.15 must be produced to an inspector on request.

1.17 Key safe

A key safe must be installed at the casino where the fully automated table game machines are installed to securely store all keys when not in use.

1.18 Fit or replacement of lock

A licensed technician must be used to fit or replace a lock to a fully automated table game machine.

1.19 Fully automated table game machine door to be locked

A fully automated table game machine installed in a restricted gaming area must have its doors securely locked by an employee of the licence holder:

- a) before leaving the fully automated table game machine unattended; or

- b) upon completion of the purpose for which the lock was unlocked or the door was opened.

1.20 Lock supplier

Locks and keys must only be obtained from a member of the Master Locksmiths Association of Australasia.

1.21 Unique keys

Keys must be unique to fully automated table game machines.

1.22 Reproduction of keys

Keys must:

- a) be of a type that are only able to be reproduced by a master locksmith; and
- b) only be duplicated by the supplier who supplied the initial key.

2. Sealing of Gaming Equipment

The following apply to a casino operator and a monitoring operator:

Gaming machine electronic seals

2.1 Processor door

A gaming machine must not be installed in an approved venue unless it has an electronic seal on its processor door.

2.2 Investigation of processor door seal broken event

Any instance where an electronic seal on a gaming machine processor door is broken must be investigated by the licence holder.

2.3 Re-enabling of gaming machine

A gaming machine must only be re-enabled after an electronic seal on a gaming machine processor door is broken if the licence holder is satisfied that the integrity of the gaming machine has not been compromised.

2.4 Documentation of investigation

Any investigation under standard 2.2 must be documented by the licence holder.

2.5 Reporting of events

Any instance where the licence holder determines the integrity of a gaming machine may have been compromised must be reported to an inspector.

The following apply to a casino operator, a keno operator and a monitoring operator:

2.6 Physical seals

Physical seals obtained by a licence holder must:

- a) be fit for purpose;
- b) be secure and designed to be tamper proof so that the seal clearly indicates when unauthorised access occurs; and
- c) be inscribed with a unique identifying serial number.

2.7 Affixing of physical seals

A physical seal must be affixed securely to:

- a) a fully automated table game machine processor door;
- b) an external link jackpot controller processor door;
- c) card shuffler areas housing socketed program storage devices;
- d) containers used in connection with gaming equipment for the purpose of storing protected passcodes; and
- e) 'connect EGM' gaming equipment used in conjunction with hotel and licensed club gaming machines.

2.8 Physical containers

Physical containers used to store protected passcodes must:

- a) be fit for purpose;
- b) be secure and made from materials that are capable of withstanding determined unauthorised efforts to gain access to the inside of the container;
- c) be sealed with a physical seal by an inspector;
- d) leave physical evidence of tampering if unauthorised entry occurs;
- e) be reusable;
- f) be labelled with identification information relevant to the gaming equipment to which the protected passcode applies, in an area that is only accessible from inside the container; and
- g) be stored by a prescribed licence holder in a key safe or secure cabinet on the licence holder's premises.

2.9 Breaking of seals

Physical seals must only be broken in accordance with the licence holder's approved internal controls and administrative and accounting procedures, or as authorised by an inspector.

3. Gaming Equipment Verification

The following apply to a casino operator, a keno operator and a monitoring operator:

3.1 Security information and event management system

Where required by the Commission on a gaming equipment approval notice, a security information and event management system must be used to enable verification of all executable software that has been certified by an accredited testing facility and approved by the Commission.

3.2 System configuration

A security information and event management system must be approved by the Commission and configured so that:

- a) it actively monitors the integrity and immediately detects changes to approved gaming equipment operating in the gaming environment;

- b) it immediately reports instances of unauthorised changes to gaming equipment via an electronic method (e.g. email) to an inspector;
- c) changes to gaming equipment monitoring configurations must only be made:
 - i. after a licence holder has been provided with protected passcode access by an inspector; or
 - ii. after a licence holder has been required to access a sealed container in accordance with approved internal controls and administrative and accounting procedures; and
- d) electronic read-only remote access is provided to an inspector for the purpose of auditing security information and event management system configurations.

3.3 System outages

Security information and event management system outages must be reported to an inspector no later than one business day after the outage occurs.

4. Passcode Controls

The following apply to a casino operator, keno operator and a monitoring operator:

4.1 Joint passcodes

Where required by the Commission in a gaming equipment approval notice, prior to the commencement of gaming, joint passcodes must be implemented for system administrator (or equivalent) accounts, where half the passcode is protected and known only by an inspector.

4.2 Passcode storage

Protected passcodes must be sealed in a protected physical or electronic container that is appropriately labelled.

5. Glossary and References

Term	Description
Container	Holds passcodes.
Identification information	Information to identify the uniqueness of a piece of gaming equipment (such as a number or other identifying information).
Passcode	A secret word, password, phrase, or sequence of characters that must be presented or entered into a system in order to gain access or admittance.
Processor door	The door that provides access to a cabinet area (with its own lockable door) that houses electronic components that have the potential to influence the operation of gaming equipment.
Seal	A physical or electronic tamper-evident device.
Security information and event management system	A technology or service that supports threat detection, file integrity monitoring, compliance and security incident management through the collection, analysis and reporting (both near real time and historical) of security events.

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