



Tasmanian Liquor and Gaming Commission

Recorded CCTV Surveillance Rules

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Tasmanian Liquor and Gaming Commission 2023

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An electronic copy of these Recorded CCTV Surveillance Rules is available at

<https://www.treasury.tas.gov.au/liquor-and-gaming/gambling/regulatory-requirements>

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Preliminary

These Recorded CCTV Surveillance Rules are made in accordance with section 91 of the *Gaming Control Act 1993* and apply to the conduct of gaming and gaming activities within prescribed licence holder's premises or premises under its control. A prescribed licence holder and its employees must adhere to and enforce these Rules. Failure to comply may result in disciplinary action against the prescribed licence holder.

In accordance with section 92 of the Act, a prescribed licence holder must ensure that a copy of these Rules is available for free public inspection.

A term used in these Rules has the same meaning as the same term used in the Act. A reference in these Rules to 'wagering' means a 'gaming activity' under the Act.

These Recorded CCTV Surveillance Rules supersede all previous Recorded CCTV Surveillance Rules made under section 91 of the Act by the Commission.

Recorded CCTV Surveillance Rules

I. Responsibility

The following apply to a venue operator, a casino operator and a licensed provider:

Application

I.1 CCTV surveillance system to be in place

A CCTV surveillance system (system) must be in place at an approved venue and an approved outlet.

System Compliance

I.2 System continuance

The system required under standard I.1 must be in operation at all times (24 hours a day).

I.3 System operation

A licence holder or an employee of the licence holder must be able to operate the system, which includes being able to play back and copy recorded CCTV surveillance from the system to media specifically designed for the storage of video data.

I.4 System certification

Whenever a new system is installed, or a change is made to the configuration of cameras, the Liquor and Gaming Branch must be provided with a signed certification stating that the system within the approved venue or approved outlet meets these Rules (Recorded CCTV Surveillance Certification).

I.5 System certification - hotels, licensed clubs and approved outlets

All cameras being utilised to cover gaming and wagering activities in a hotel, licensed club or approved outlet must be detailed in the system certification required in Rule I.4.

I.6 System certification - casinos

An updated listing of all cameras being utilised to cover gaming and wagering activities in a casino must be provided to the Liquor and Gaming Branch whenever a system certification, as required in Rule I.4, is provided.

2. System

The following apply to a venue operator, a casino operator and a licensed provider:

Cameras

2.1 Camera view

The view from a camera must not be obscured.

2.2 Fixed cameras only

Fixed cameras must be used for gaming and wagering monitoring.

Recorded CCTV surveillance

2.3 Recording

Continuous recording must occur whilst gaming or wagering is in operation.

2.4 Images

A system must record images of a sufficient size and clarity to clearly identify equipment, transactions and individuals conducting gaming or wagering activities.

2.5 System time

A system must record the correct Tasmanian date and time at all times, along with the image.

2.6 Recording to continue

A system must be able to allow the review or copying of recorded CCTV surveillance whilst still recording live gaming or wagering.

2.7 File copies

A system must be able to transfer copies of CCTV surveillance to storage media specifically designed for that purpose and also support extraction of recorded footage to storage media for offsite viewing.

2.8 File player

A system must support compatible video formats that enable playback of footage using a Windows based media player program or provide a propriety file player which will enable the copied CCTV surveillance files to be successfully played.

2.9 Retention period for recordings

All recorded files must be retained for at least 30 days.

2.10 Copies of recordings to be provided upon request

A copy of any recorded CCTV surveillance files must be provided to an inspector upon request (this may include by uploading to a link location).

2.11 Copies of recordings to be provided within seven days

A copy of a recording required under standard 2.10 must be provided within seven days from the time of the request, or such longer period as advised by an inspector.

2.12 Provision of surveillance statement

All copies of recorded CCTV surveillance, other than CCTV footage uploaded to a web portal, must be accompanied by a statement, in a form approved by the Commission, from the person who obtained the recording from the CCTV surveillance system (Surveillance Statement).

2.13 Accessibility

CCTV surveillance footage must be able to be viewed by an inspector in the approved venue or approved outlet.

System coverage

2.14 Keno terminals

The following activities must be recorded by CCTV surveillance:

- a) a view of the keno transaction being performed;
- b) a view of staff and patrons involved in the keno transaction; and
- c) a view showing the amount of money for the keno transaction being placed into the cash drawer.

2.15 Electronic gaming machines and fully-automated table game machines

The following activities must be recorded by CCTV surveillance:

- a) a view of the front of each machine;
- b) a view of the cash box door of each machine; and
- c) a view of the button panel of each machine.

2.16 Totalizator terminals

The following activities must be recorded by CCTV surveillance:

- a) a view of any betting transaction being performed;
- b) a view of staff and patrons involved in the betting transaction; and
- c) a view showing the amount of money for the betting transaction being placed into the cash drawer.

2.17 Table gaming

The following activities must be recorded by CCTV surveillance:

- a) a view of table floats and float movement;
- b) a view that enables the determination of the point value of cards and the value of any chips, notes, coins, tokens and vouchers on a table layout;
- c) for games other than roulette, a view of all boxes (betting areas), electronic shuffling devices when in use, and in the case of games operating progressive jackpots, the jackpot displays;
- d) for roulette, a view of the layout, the salad and float area, winning number display and the wheel at all times during gaming;

- e) for semi-automated table games, a view of the front of each machine, the cash box door of each machine, and the button panel of each machine;
- f) a view of all activity, both integral and incidental to the table gaming operation, including the actions of players and staff (whether suspect or not), the table gaming management system, the movement of chips and cash, forms and table drop boxes; and
- g) a view of table drop box removal and transfer to the approved secure area and subsequent transfer to the count room.

2.18 Casino financial operations

The following locations and activities must be recorded by CCTV surveillance:

- a) cash desk and coin booth workstations;
- b) cash desk, coin booth and count room entrances and voids;
- c) chip storage areas;
- d) cash drawers;
- e) count tables;
- f) one which enables the determination of individual values of notes, chips and coins in the table count;
- g) the numeric displays on the electronic counters used for table counts; and
- h) the audio for the count when the contents of table drop boxes are counted.

2.19 Casino premium player member's area

The entry to a premium player member's area in a casino must be recorded by CCTV surveillance that shows all persons entering and exiting the area, to enable their identification.

2.20 ATM located in casino premium player member's area

The entry to an ATM area located in a premium player member's area must be recorded by CCTV surveillance that shows all persons entering and exiting the ATM area, to enable their identification.

2.21 Casino equipment storage

The entrance to areas in which sensitive gaming equipment is either stored or repaired in a casino, or from which such equipment is issued or received must be recorded by CCTV surveillance.

2.22 Casino surveillance room

The entrance to a room that houses the surveillance system in a casino must be recorded by CCTV surveillance.

2.23 Casino key and password management

A key/asset management system used for the storage and issuing of keys and passwords in a casino must be recorded by CCTV surveillance.

System malfunction

2.24 Malfunction

The Liquor and Gaming Branch must be advised within 24 hours of identification by a licence holder or an employee of the licence holder that the system no longer meets the requirements of these Rules.

2.25 Keno

In circumstances where Rule 2.14 cannot be complied with in an approved venue, the keno operator must be notified immediately.

2.26 Electronic gaming machines and FATG machines

In circumstances where Rule 2.15 cannot be complied with in an approved venue, and the impacted gaming machines or FATG machines are enabled for use, an employee of the licence holder must remain within the restricted gaming area for surveillance purposes.

2.27 Totalizator wagering, sports betting or race wagering

In circumstances where Rule 2.16 cannot be complied with in an approved outlet, the regulatory compliance area of the licence holder must be notified immediately.

2.28 Table gaming

In circumstances where Rule 2.17 cannot be complied with in a casino, the following controls must be put in place:

- a) the inspection point value for each table game must be doubled, other than for a baccarat squeeze game; and
- b) three licensed staff members must conduct the count of table drop boxes.

2.29 ATM located in premium player member's area

In circumstances where Rule 2.20 cannot be complied with in a casino, access to the ATM must be disabled.

3. Glossary and References

Term	Description
CCTV	Closed circuit television
EGM	Electronic gaming machine
FATG	Fully-automated table game
Rules	Recorded CCTV Surveillance Rules
Sensitive gaming equipment	<p>Sensitive gaming equipment includes:</p> <ul style="list-style-type: none"> • cards, dice, roulette balls, roulette wheels, dice cages, dice tumblers, card shufflers; • other table gaming equipment associated with influencing the outcome of the game; • electronic gaming machines and associated software/hardware; • fully-automated table game machines and associated software/hardware; and • betting terminal equipment
Recorded CCTV Surveillance Certification	<p>A statement certifying that the CCTV surveillance recording equipment in the approved venue or approved outlet meets the rule requirements as stipulated by the Tasmanian Liquor and Gaming Commission. An approved form of a Surveillance Certification for use by venue licence holders and Tasmanian gaming licence holders can be found on the Liquor and Gaming website:</p> <p>https://www.treasury.tas.gov.au/Documents/CCTV%20Surveillance%20Certification.pdf</p>
Surveillance Statement	<p>A signed and witnessed statement from the person who obtained a recording from the surveillance system providing details of:</p> <ul style="list-style-type: none"> • the person who obtained the recording; • the venue; • the media type by which the recording is being provided; • the period the recording covers; and • the method and date the surveillance was provided to the Commission. <p>An approved form of a Surveillance Statement can be found on the Liquor and Gaming website:</p> <p>https://www.treasury.tas.gov.au/Documents/SurveillanceStatement16Dec2014.pdf</p>

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