

Tasmanian Liquor and Gaming Commission Recorded CCTV Surveillance Rules

Ver 1.0

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I. Responsibility

I.1. Application

The Tasmanian Liquor and Gaming Commission's Recorded CCTV Surveillance Rules apply to:

- licensed premises gaming licence holders;
- Tasmanian gaming licence holders; and
- casino licence holders.

A licence holder to which these rules apply must have a CCTV Surveillance System (system) in place.

I.2. System Compliance

I.2.1. System Continuance

It is the responsibility of the licence holder to ensure that the system is in operation at all times (24 hours a day).

I.2.2. System Operation

The licence holder must ensure that it has the ability 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.2.3. System Certification - Hotels, Clubs and Totalizator Agents

Whenever a new system is installed, or a change is made to the configuration of cameras, the licence holder must provide the Liquor and Gaming Branch signed certification stating that the surveillance system within the licence holder's premises meets these Rules (Recorded CCTV Surveillance Certification). This certification must detail all cameras being utilised to cover gaming and wagering activities.

I.2.4. System Certification - Casinos

Whenever a new system is installed, or a change is made to the configuration of cameras, the licence holder must provide the Liquor and Gaming Branch signed certification stating that the surveillance system meets these Rules (Recorded CCTV Surveillance Certification). This certification must detail the cameras being utilised to cover gaming activities that are impacted by the system installation/changes. An updated listing of all cameras being utilised to cover gaming activities must be provided to the Liquor and Gaming Branch.



2. System

2.1. Cameras

The view from a camera must not be obscured. Fixed cameras are to be used for gaming and wagering monitoring.

2.2. Recorded CCTV Surveillance

2.2.1. Recording

Continuous recording must occur whilst gaming and/or wagering is in operation. Event driven or motion recording can be used outside of gaming and/or wagering operating hours. The system must record images of a sufficient size and clarity to clearly identify equipment, transactions and individuals conducting gaming and/or wagering activities (as specified in Section 2.4).

2.2.2. System Time

The system must record the date and time at all times, along with the image. It is the responsibility of the licence holder to ensure that the system is correctly set to the Tasmanian date and time.

2.2.3. Recording to Continue

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

2.2.4. File Copies

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

2.2.5. File Player

The 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.

2.2.6. Retention Period for Recordings

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

2.2.7. Copies of Recordings to be Provided Within Seven Days

A copy of any recorded CCTV surveillance files must be provided to an Authorised Person under the *Gaming Control Act 1993* upon request (this may include by uploading to a link location). The copy must be provided within seven days from the time of the request, or such longer period as advised by the Authorised Person.

2.2.8. *Provision of Surveillance Statement*

All copies of recorded CCTV surveillance 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).

2.3. Recording Equipment

2.3.1. *Accessibility*

A system monitor located on the premises must be able to be viewed by an Authorised Person under the Act.

2.4. System Coverage

2.4.1. *Keno Terminals*

Licensed premises gaming licence holders and casino licence holders that operate keno must ensure the following keno activities are recorded:

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

2.4.2. *Electronic Gaming Machines*

Licensed premises gaming licence holders and casino licence holders that operate EGMs must ensure the following EGM activities are recorded:

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

2.4.3. *Totalizator Terminals*

Tasmanian gaming licence holders with a totalizator endorsement must ensure the following activities are recorded:

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

2.4.4. *Table Gaming*

Casino licence holders must ensure the following activities are recorded:

- coverage of table floats and float movement at all times;
- 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;
- 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;
- for roulette, a view of the layout, the salad and float area, winning number display and the wheel at all times during gaming;
- for semi-automated table games, a view of the player's terminal, note acceptor door, cash box door and actions of players whilst using and in front of the terminal, including actions that may involve accessing or attempting to access cash boxes;
- 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
- a view of table drop box removal and transfer to the approved secure area and/or subsequent transfer to the count room.

2.4.5. *Casino Financial Operations*

Casino licence holders must ensure views of the following locations are recorded:

- cash desk and coin booth workstations;
- cash desk, coin booth and count room entrances and voids;
- chip storage areas;
- coin change areas;
- cash drawers;
- coin scales;
- coin dispensers;
- count tables;
- one which enables the determination of individual values of notes, chips and coins in the table count; and
- the numeric displays on the electronic counters used for table and EGM counts.

When the contents of table drop boxes are counted, the system must also record the audio for the count.

2.4.6. *Premium Player Member's Area*

Casino licence holders must ensure there is recorded CCTV surveillance of the entry to a premium player member's area that will show a person entering and exiting the area, to enable their identification.

2.4.7. *Equipment Storage*

Casino licence holders must ensure images are recorded of entrances to areas in which sensitive gaming equipment is either stored or repaired, or from which such equipment is issued or received.

2.4.8. *Surveillance Room*

Casino licence holders must ensure there is recorded CCTV surveillance of entrances to any room that houses the surveillance system.

2.5. System Malfunction

2.5.1. *Malfunction*

The licence holder must advise the Liquor and Gaming Branch within 24 hours of identifying that the system no longer meets the requirements of these Rules.

The following additional controls must also be complied with:

2.5.2. *Keno*

In circumstances where a licenced premises gaming licence holder or casino licence holder identifies that it is unable to meet these Rules for keno where section 2.4.1 applies, the gaming operator must be notified immediately.

2.5.3. *Electronic Gaming Machines*

In circumstances where a licenced premises gaming licence holder or casino licence holder identifies that it is unable to meet these Rules for gaming machines where section 2.4.2 applies, and the impacted gaming machines are enabled for use, an employee, licensed by the Tasmanian Liquor and Gaming Commission, must remain within the restricted gaming area for surveillance purposes. If in a hotel or club, the gaming operator must be notified immediately.

2.5.4. *Totalizator*

In circumstances where a Tasmanian gaming licence holder identifies it is unable to meet these Rules for totalizator wagering, sports betting or race wagering within a casino, hotel, club or a wagering outlet, the TAB area retail manager must be notified immediately.



2.5.5. Table Gaming

In circumstances where a casino licence holder identifies that it is unable to meet these Rules for table gaming within a casino, controls as detailed in the Casino Internal Control and Accounting Manual must be enforced immediately.

2.5.6. Premium Player Member's Area

In circumstances where a casino licence holder identifies that it is unable to meet these Rules for the entry to the premium player member's area or ATM within a casino, controls as detailed in the Casino Internal Control and Accounting Manual must be enforced immediately.

3. Glossary and References

Term	Description
CCTV	Closed circuit television
Commission	Tasmanian Liquor and Gaming Commission
EGM	Electronic gaming machine
Event driven (motion) recording	The process of recording video triggered by movement
Licence holder	A licence holder means a licence holder to which these rules apply, as specified in section 1.1
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; and • betting terminal equipment
Recorded CCTV Surveillance Certification	<p>A statement certifying that the CCTV surveillance recording equipment in the premises meets the rule requirements as stipulated by the Tasmanian Liquor and Gaming Commission. An approved form of a Surveillance Certification for use by licensed premises gaming 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 premises; • 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>



4. Liquor and Gaming Branch

Should there be any queries regarding these Rules or advice on any aspect of CCTV surveillance of gaming or wagering is required, please contact the Liquor and Gaming Branch as listed below:

LIQUOR AND GAMING CONTACT DETAILS

GPO Box 1374 HOBART TAS 7001 Australia

Telephone: (03) 6166 4040

Email: gaming@treasury.tas.gov.au Web: www.gaming.tas.gov.au

5. Version Control

Version	Date	Changes Made
1.0	1/08/2022	Rules created.

