TECHNICAL STANDARDS FOR RECORDED SURVEILLANCE IN ALL GAMING AND WAGERING PREMISES – TGCVS004

THE STANDARDS BELOW APPLY AS OF 1 SEPTEMBER 2012

1. RESPONSIBILITY

1.1 The Tasmanian Gaming Commission's surveillance standards apply to gaming machine and/or keno premises issued with a licensed premises gaming licence, as well as premises that offer totalizator wagering, sports betting or race wagering facilities.

1.2 A **licensed premises gaming (LPG) licence holder** is responsible for ensuring the following standards are met in relation to keno and gaming machine operations on the premises.

1.3 A **totalizator agent** is responsible for ensuring the following standards are met in relation to totalizator wagering, sports betting or race wagering operations on the premises.

1.4 Where a premises is operated by a **totalizator operator**, the totalizator operator is responsible for ensuring the following standards are met in relation to totalizator wagering, sports betting or race wagering operations on the premises.

2. MALFUNCTION

2.1 All surveillance equipment must be maintained in good operating condition.

2.2 **Gaming Machines** – In circumstances where a surveillance system is unable to achieve recorded surveillance within a gaming machine premises, an employee, licensed by the Tasmanian Gaming Commission, must remain within the restricted gaming area for surveillance purposes. Network Gaming must be notified immediately.

2.3 **Keno** – In circumstances where a surveillance system is unable to achieve recorded surveillance within a premises with a keno terminal, Network Gaming must be notified immediately.

2.4 **TOTE** – In circumstances where a surveillance system is unable to achieve recorded surveillance within a premises with a totalizator terminal or self service terminal, the TOTE area retail manager must be notified immediately.

2.5 It is the responsibility of the LPG licence holder, the totalizator agent or the totalizator operator to ensure that the system is in operation at all times during gaming and wagering hours.

3. CAMERAS

3.1 Minimum resolution of 420 TV lines for cameras.

3.2 Only fixed cameras are to be used for gaming and wagering monitoring. Remotely controllable movable cameras are not permitted.

3.3 Colour cameras are preferred.

4. MONITORS

4.1 A monitor must be attached to the system to enable footage to be reviewed. Monitors are to be of a minimum diagonal screen size of 300mm.

4.2 Monitors in gaming machine premises are not to be visible by patrons from areas outside of the restricted gaming area.

4.3 The system should be able to advise the venue when a camera stops recording by email or SMS. If this is not possible, then the following is required:

- For a gaming machine premises, at least one monitor must be installed in the coin change area. This monitor is to be used by staff to ensure that the surveillance system is operating correctly whenever gaming is occurring.

- For a keno and/or totalizator only premises, a monitor must be installed in an area regularly viewable by staff, with the location being at the discretion of the LPG licence holder, the totalizator agent or the totalizator operator. This monitor is to be used by staff to ensure that the surveillance system is operating correctly whenever keno gaming and/or totalizator wagering is occurring.

5. RETENTION OF DIGITAL RECORDINGS

5.1 All recorded information is to be retained for a minimum period of 14 days.

5.2 Officers of the Liquor and Gaming Branch may request that a LPG licence holder, totalizator agent or totalizator operator retain specific data for a period exceeding 14 days.

5.3 A copy of any recorded gaming or wagering surveillance is to be provided, upon request by an Authorised Officer under the Gaming Control Act. The copy is to be provided within seven days from the time of the request or as directed by the Authorised Officer.

5.4 All copies of recordings are to be accompanied with the Surveillance Statement from the person whom obtained the recording from the surveillance system.

6. LOCATION OF RECORDING EQUIPMENT

6.1 Surveillance system hardware is to be located at the discretion of the LPG holder, the totalizator agent or the totalizator operator and must be accessible by officers of the Liquor and Gaming Branch upon request.

7. SURVEILLANCE AREAS

The following areas must be covered by digital recorded surveillance and be reviewable.

7.1 KENO TERMINALS

7.1.1 All LPG licence holders are to provide recorded surveillance of keno terminals.

7.1.2 The images that are required to be recorded for keno terminals must include a view of the transaction being performed, a view of staff and patrons and a view showing the amount of money for the transaction being placed into the cash drawer.

7.2 ELECTRONIC GAMING MACHINES

7.2.1 The following areas must be viewable upon review of recorded surveillance:

- cash box of each machine;
- button panel on each machine;
- actions of special employees at cash boxes, hoppers, gaming machine main doors; and
- actions of players whilst in front of the gaming machine including actions that may involve accessing or attempting to access cash boxes, and actions on button panels.

7.3 COIN CHANGE AREAS

7.3.1 Coin change areas are to be viewable upon review of recorded surveillance. Images that are to be captured include keno and gaming machine cash drawers, scales and coin dispensers within the coin change area.

7.4 TOTALIZATOR TERMINALS

7.4.1 All totalizator agents or the totalizator operator are to provide recorded surveillance of totalizator terminals.

7.4.2 The images that are required to be recorded for totalizator terminals must include a view of the transaction being performed, a view of staff and patrons and a view showing the amount of money for the transaction being placed into the cash drawer.

7.5 SELF SERVICE TERMINALS - TOTE TASMANIA

7.5.1 All totalizator agents or the totalizator operator are to provide recorded surveillance of TOTE Tasmania's self service terminals.

7.5.2 The images that are required to be recorded for self service terminals must include a view of the transaction being performed and of any staff and patrons using the self service terminal.

8. VENUE SPECIFIC REQUIREMENTS

8.1 At least one person, employed at the premises, must be able to operate the surveillance system. This includes being able to copy surveillance from the system to a compact disk or usb drive.

8.2 All LPG licence holders, totalizator agents and the totalizator operator are to supply the Commission with a signed certification stating that the surveillance system within its venue meets the Commission's minimum requirements. This certification will detail the type/brand of the recording system and all cameras being utilised to cover gaming and wagering activities.

8.3 Should the system or any gaming or wagering camera be changed, the LPG Licence holder, totalizator agent or totalizator operator is to supply the Commission with a new signed certification.

9. DIGITAL RECORDED SURVEILLANCE SYSTEMS

9.1 Digital surveillance systems are required to achieve a minimum frame rate of six frames per second per camera.

9.2 The minimum recording resolution of the surveillance system must be CIF resolution.

9.3 The system must record the time and date at all times, along with the image. It is the responsibility of the LPG licence holder, totalizator agent or totalizator operator to ensure that the time and date of their system is set to Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT), whichever is applicable.

9.4 The system must be able to review and copy recorded surveillance whilst still recording live gaming and/or wagering.

9.5 The system must be able to transfer copies of the surveillance to compact disc or usb drive and must include either a watermarking or encryption feature.

9.6 The system must either be in a windows media player supported MPEG format or the system must supply a copy of a file player that will play the copied surveillance.

9.7 Event driven or motion recording is not approved whilst gaming and/or wagering is in operation or to cover totalizator or self service terminals. However, this does not preclude its use outside of gaming and/or wagering operating hours.

9.8 All images must be of sufficient size and clarity to clearly identify individuals conducting licensed gaming and/or wagering activities.

Should you have any queries regarding these surveillance standards or require advice on any aspect of surveillance of gaming or wagering, please contact the Liquor and Gaming Branch as listed below:

LIQUOR AND GAMING CONTACT DETAILS

Hobart	**Launceston**
80 Elizabeth Street, HOBART G P O Box 1374, HOBART Ph: (03) 6166 4040 Fax: (03) 6234 1728	Henty House, 1 Civic Square, LAUNCESTON P O Box 972, LAUNCESTON Ph: (03) 6777 2777 Fax: (03) 6336 2799

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www.liquorlicensing.tas.gov.au

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