

Don't get caught off camera

CCTV requirements checklist for venues

Venue operators must ensure their gaming machine area and each gaming machine is under constant supervision. This helps identify people who tamper with gaming equipment and resolve patron disputes.

The following checklist will help you assess whether your CCTV coverage is meeting the requirements as outlined in the [Accounting and Auditing Venue Requirements document](#) on our website.

Complete this checklist to make sure you're meeting your CCTV obligations.

CCTV REQUIREMENTS	YES	NO	ACTION
Must record continuously (not just motion detection) 24 hours a day, 7 days a week	<input type="checkbox"/>	<input type="checkbox"/>	Ensure your cameras are constantly recording. If they are set to motion detection, they must be changed or replaced.
Record at a minimum rate of 6 frames per second	<input type="checkbox"/>	<input type="checkbox"/>	Change the settings on your CCTV cameras to a minimum of 6 frames per second. Replace cameras if they don't meet this specification.
Must auto-embed time, date and camera ID on all images	<input type="checkbox"/>	<input type="checkbox"/>	Check that the time, date, and camera ID are displayed and that they're correct. Update if necessary.
Picture quality and resolution of stored images must be adequate to identify individuals : <ul style="list-style-type: none"> at all entrances and exits at the cashier station within the gaming machine area operating the machine (screen, keyboard and banknote/ticket and coin acceptor) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 	Ensure that all these areas have CCTV coverage, and that the image quality is high enough to identify people. If you are unsure about the quality of the picture, ask yourself if the camera can clearly identify an individual. If not, you need to replace the cameras. Ensure the front of each EGM is visible so you can see individuals operating the machine. Regularly check that your cameras are facing the right way.
Images are stored at adequate resolution and picture quality so each gaming machine can be identified	<input type="checkbox"/>	<input type="checkbox"/>	Check the resolution of your cameras. If it isn't possible to identify individual machines, you must replace your CCTV cameras with higher resolution models. Camera position can also help identify individual machines, so check they are positioned correctly.

All staff know how to access the recorded images, know the PIN (if applicable), and know how the system works	<input type="checkbox"/>	<input type="checkbox"/>	Our inspectors or Victoria Police may want to see your recorded images when they inspect your venue. Ensure all staff – not just managers – can show them.
Recorded images of the gaming machine area must be retained for a minimum of 28 days	<input type="checkbox"/>	<input type="checkbox"/>	Check that your venue's liquor licence or other regulatory requirement doesn't specify longer retention. If it does, the greater duration of retention applies.
If a complaint or investigation occurs before destruction of the recorded images, the relevant images must be retained until the issue has been resolved	<input type="checkbox"/>	<input type="checkbox"/>	Keep any relevant images on file if there is a current complaint or investigation, even if the complaint or investigation takes more than 28 days to be resolved.

If you have any concerns about surveillance at your venue, you can contact us on 1300 599 759 or contact@vgccc.vic.gov.au