



Commercial Passenger Vehicle Security Camera Reforms

Industry Implementation Guide



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About this guide

This Industry Implementation Guide provides guidance to help Booking Service Providers (BSPs) and vehicle owners comply with the Victorian Government's commercial passenger vehicle (CPV) security camera reforms that commenced on **1 July 2026**.

The guide explains the new regulatory requirements for in-vehicle security camera and/or audio recording devices (security camera systems) and provides practical information to support implementation.

Where this guide refers to BSPs, the guidance also applies to independent vehicle owners where they have equivalent responsibilities under the security camera reforms.

The reforms include:

- audio recording requirements
- improved video resolution specifications
- increased minimum data retention from 72 hours to 14 days
- designated person access to recorded security camera data for authorised purposes.

For each reform, this guide outlines:

- what has changed
- why the change has been made
- what BSPs and vehicle owners need to do
- answers to common questions.

This guidance has been developed following consultation with BSPs and approved security camera suppliers to better understand the impacts of the reforms and support industry implementation. The guidance **is not** a substitute for the legislation and Minimum Standards referred to below.

Supporting documents

This guide should be read alongside the following documents, all of which can be found on Safe Transport Victoria's [camera and audio standards page](#).

Minimum Standards for Protection of Security Camera and Audio Device Data in Commercial Passenger Vehicles (Minimum Standards)

The Minimum Standards, made by Safe Transport Victoria under section 271A of the *Commercial Passenger Vehicle Industry Act 2017* (Vic), set the mandatory requirements for BSPs that collect, store or manage recorded security camera data from security cameras or audio recording devices fitted to CPVs. BSPs and vehicle owners must comply with the Minimum Standards. Many of the terms used in this guide are defined in the Minimum Standards or Technical Requirements.

Commercial Passenger Vehicle Security Camera Specifications (Technical Requirements)

The Technical Requirements outline the technical specifications and performance requirements for approved security cameras and audio recording devices used in Victorian CPVs. BSPs are required under the Minimum Standards to ensure that security camera systems or audio recording devices fitted to CPVs meet the Technical Requirements.

Approved List of Security Camera Systems

Lists the approved makes and models of security camera systems that may be installed in Victorian CPVs.

All documents can be found on the ST Vic camera and audio standards page at the link below:
<https://safetransport.vic.gov.au/on-the-road/cpv-industry/camera-and-audio-standards/>

Audio recording for unbooked CPVs

What's changing?	From 1 July 2026, unbooked CPVs must use security camera systems that records both audio and video that meet the Minimum Standards. A list of approved security camera systems is available here.
Why is this change being made?	Audio recording improves safety for both passengers and drivers by providing additional evidence when incidents occur. It is particularly valuable when investigating allegations of verbal abuse, harassment or other disputes where video alone may not provide a complete picture.
How can industry prepare?	Understand what your security camera system requires The steps required will depend on your existing security camera system. Some approved systems can enable audio recording through a software configuration update to compatible equipment. Others require new hardware, such as a camera with a built-in microphone. Information about approved security camera systems is available here. For BSPs Contact your approved security camera supplier to determine whether your existing systems can be configured to record audio or whether hardware upgrades are required. Where changes are needed, work with vehicle owners to coordinate installation and implementation. For vehicle owners Contact your BSP, approved security camera supplier or installer, as appropriate, to determine what changes are required and arrange any necessary installation, configuration and testing of your security camera system.

Frequently Asked Questions

Why is audio recording now required?

Previously, only video recording was required in unbooked CPVs. This meant important context, including conversations and other sounds, was not available when reviewing incidents.

Like other Australian jurisdictions, Victoria now requires approved security camera systems in unbooked CPVs to record both audio and video. This will help improve the investigation of complaints and incidents and support better outcomes for passengers and drivers.

Can BSPs start recording audio immediately on 1 July 2026?

Yes. BSPs are required to record audio in unbooked CPVs, using an approved security camera system from 1 July 2026.

However, Safe Transport Victoria recognises that implementing these reforms will take time. While some changes may be straightforward, others may require additional time to implement and fully embed into business operations.

During the initial implementation period, Safe Transport Victoria will take an educative and supportive approach to compliance. We will work with BSPs and vehicle owners to help them understand their obligations, address implementation issues and achieve compliance with the new requirement.

If my security camera system does not currently record audio, do I need to replace it?

Not necessarily.

Some approved security camera systems can be updated through a software configuration change to enable audio recording. Others require a hardware upgrade, such as replacing the camera with one that has a built-in microphone or installing additional cabling.

From **1 July 2026**, unbooked CPVs must use an approved security camera system that records both audio and video. BSPs and vehicle owners should work with their approved security camera supplier to determine what changes, if any, are required.

How do I find out if my security camera system is compatible with audio recording?

Safe Transport Victoria has worked with approved security camera suppliers to identify the changes required for each approved system to enable audio recording.

Depending on your system, one of the following may be required:

- **Software update:** Enable audio recording through the system settings.
- **Hardware upgrade:** Replace the existing camera with one that includes a microphone and/or install additional cabling to enable audio recording.

If you are in doubt, contact your camera supplier directly.

Once audio recording has been enabled, how can I confirm my security camera system is recording audio?

When an in-vehicle security camera system has been configured to meet the new requirements, the Designated Person should test the system to confirm that audio is being recorded correctly (which is a permitted Authorised Purpose).

Security camera systems should also be inspected and serviced as part of a BSP's regular maintenance schedule to ensure they continue to operate correctly.

The Technical Requirements require approved security camera systems to include a visual indicator that shows when the system is operating normally and when a fault or malfunction has occurred. This indicator must be visible to the driver when seated in the normal driving position.

How sensitive does the microphone need to be?

The microphone must clearly capture conversations within the vehicle, including where there is normal background noise such as road, traffic and vehicle noise.

Do all commercial passenger vehicles need to record audio?

No. Only **unbooked** CPVs are required to use an approved system that records both video and audio.

Does the driver need to notify passengers that audio is being recorded?

Yes. Signage must be prominently displayed in the vehicle advising passengers that audio and video may be recorded during their journey, in accordance with the Technical Requirements. The Minimum Standards also require that a BSP must display a prominent notification on any online booking platform notifying customers at the time of making a booking that there is a security camera system and audio recording device installed in the vehicle and they will be recorded during the trip.

You can download the below sticker from Safe Transport Victoria's [camera and audio standards page](#).

This sticker must be:

- displayed at or above seat height
- visible to passengers in rear seats
- measure at least 9cm (w) x 4.5cm (h)
- in good condition (not damaged or obstructed)
- visible for passengers using wheelchairs
- in colour using high-quality print

Security cameras are fitted in this vehicle. Video and audio of you will be recorded and may be used for authorised purposes under commercial passenger vehicle legislation, including law enforcement. For more information, visit: safetransport.vic.gov.au/recording



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Improved video resolution

What's changing?	From 1 July 2026, approved security camera systems in CPVs must record video at a minimum resolution of 480 television lines (TVL), measured over the vertical height of a person (approximately 1.5 metres). BSPs must ensure the security camera systems used in CPVs meet this minimum video resolution requirement.
Why is this change being made?	The higher minimum video resolution will provide clearer images, improving the ability to identify people both inside and outside the vehicle when investigating incidents or complaints. The change aligns with recommendations from the Australia and New Zealand Policing Advisory Agency (ANZPAA) and is consistent with standards adopted in other Australian jurisdictions.
How can industry prepare?	Confirm your security camera system meets the new standards Contact your approved security camera supplier or installer to confirm your existing system is configured to record at the required minimum resolution of 480 TVL. Review the list of approved security camera systems to determine whether your system already meets the new requirement. If your system does not meet the new standard, arrange any required upgrades or reconfiguration as soon as possible. For BSPs Work with your approved security camera supplier and vehicle owners to ensure all vehicles operating under your service meet the new minimum video resolution requirement. For vehicle owners Contact your BSP or approved security camera supplier to confirm whether your security camera system meets the new minimum video resolution requirement and arrange any necessary upgrades.

Frequently Asked Questions

What does the 480 TVL requirement mean?

Television lines (TVL) is a measure of the image resolution produced by a security camera system.

The new minimum requirement of **480 TVL** means approved security camera systems must be capable of capturing clear images of people inside and outside the vehicle. This improves the quality of recordings and supports the investigation of incidents and complaints.

Do I need to replace my existing camera to meet the new resolution requirement?

Most security camera systems currently used in Victorian CPVs already record at a resolution that exceeds the new minimum requirement of 480 TVL. However, you should confirm this with your approved security camera supplier or BSP.

How can I verify that my security camera system meets the new resolution requirement?

Your approved security camera supplier or BSP can confirm whether your system meets the minimum 480 TVL requirement.

BSPs should also:

- check the manufacturer's technical specifications
- where necessary, test the system under normal operating conditions to verify image quality
- document any testing undertaken in accordance with the Minimum Standards.

Increased data retention for a minimum of 14 days

What's changing?	From 1 July 2026, recordings captured by approved in-vehicle security camera systems and audio recording devices must be retained for a minimum of 14 days, increased from the previous minimum of 72 hours. BSPs and vehicle owners must ensure their approved security camera systems and audio recording devices retain recordings for at least 14 days. Additionally, if the BSP or vehicle owner receives a request from Victoria Police or Safe Transport Victoria, they will be required to retain the recording for a longer period.
Why is this change being made?	Increasing the minimum retention period: • helps ensure recordings remain available to support investigations • provides more time for complaints to be lodged before recordings are overwritten • increases the likelihood that relevant recordings are available when requested by Safe Transport Victoria or Victoria Police • aligns Victoria's minimum retention requirements with those in other Australian jurisdictions.
How can industry prepare?	Verify your system's storage capacity BSPs and vehicle owners should confirm their approved security camera systems and audio recording devices can securely retain at least 14 days of recordings. When assessing storage capacity, consider the additional storage required for: • audio recordings • higher resolution video (480 TVL). BSPs should also: • check the manufacturer's stated storage capacity for existing storage devices • test the system under normal operating conditions to verify actual recording capacity • arrange any necessary storage upgrades or system enhancements if testing shows the system cannot retain at least 14 days of recordings • document testing results and any upgrades undertaken to demonstrate compliance. BSPs should begin this verification process as soon as possible.

Frequently Asked Questions

In addition to audio and video/images, what else must be recorded by an in-vehicle security camera device?

As set out in the Minimum Standards section 8.4, the following information must be recorded by an in-vehicle security camera system operating in unbooked CPVs:

- the date and time the recording was captured
- the location where the recording was captured
- the registration number of the vehicle the recording relates to.

Will the 14-day minimum data retention requirement require hardware upgrades?

Some security camera systems may require additional storage capacity to reliably retain at least 14 days of recordings.

Based on consultation with industry, the following storage capacities may be suitable:

Vehicle type	Indicative storage capacity
Sedans and wagons (2 cameras)	512 GB HDD
Wheelchair Accessible Vehicles (WAVs) (3 or more cameras)	1 TB HDD

These capacities are provided as a guide only. BSPs and vehicle owners should confirm their storage requirements with their approved security camera supplier to ensure compliance.

What hardware may need to be upgraded?

Depending on your system, you may need to increase the capacity of the internal hard disk drive (HDD) used to store recordings and associated metadata.

Any upgrades requiring access to the security camera system must only be carried out by a Designated Person registered with Safe Transport Victoria.

How can I tell if my existing HDD is sufficient?

BSPs should:

- check the manufacturer's stated storage capacity
- test the system under normal operating conditions to verify actual recording capacity
- upgrade storage capacity where testing shows the system cannot reliably retain at least 14 days of recordings
- document testing results and any upgrades undertaken to demonstrate compliance.

Remember, recorded security camera data may only be accessed by a Designated Person and only for an Authorised Purpose.

What if Safe Transport Victoria or Victoria Police request recorded security camera data after 14 days?

The minimum retention period is **14 days**, but some systems may retain recordings for longer depending on their storage capacity.

If Safe Transport Victoria or Victoria Police:

- request footage
- notify the BSP that they intend to request footage, or
- direct the BSP to retain footage for a longer period,

the BSP should promptly check whether the requested footage is still available. If it is, the BSP should retain or provide it in accordance with the relevant legislative requirements and the Minimum Standards.

Do I have to delete recordings after a certain period under the Minimum Standards?

The reforms specify a minimum retention period of 14 days.

After that period, BSPs must securely destroy recordings when they are no longer required to retain them. BSP's are required to retain recordings if Safe Transport Victoria or Victoria Police has requested the footage, notified the BSP that they intend to request it, or directed the BSP to retain it for a longer period.

Most approved security camera systems automatically overwrite the oldest recordings once storage capacity is reached. BSPs should also consider any obligations under other laws, including privacy legislation, when determining how long recordings should be retained after the minimum 14-day period.

Can I copy recordings from the in-vehicle security camera system and store them elsewhere?

Only in limited circumstances.

Only a Designated Person who is registered with Safe Transport Victoria may access, view, listen to, print, transmit, download, transmit, copy or publish recordings, and only for an Authorised Purpose in accordance with the legislation and the Minimum Standards.

What are the data security requirements?

The Minimum Standards and Technical Requirements set out how BSPs must protect recordings from security camera systems and audio recording devices.

BSPs must:

- protect recordings from unauthorised access, use, modification or disclosure
- ensure any third-party contractors with access to recordings comply with the Australian Privacy Principles under the *Privacy Act 1988* (Cth)
- implement appropriate physical and ICT security measures, including:

- individual user accounts with password protection
- automatic access logging
- encryption
- secure backup of recordings
- industry-standard anti-virus and anti-malware software.

BSPs must also promptly notify Safe Transport Victoria if they become aware of, or reasonably suspect:

- an undesignated person has accessed a security camera system or recordings
- a Designated Person has accessed a recording for an Unauthorised Purpose or shared it with an unauthorised person
- the security or integrity of a security camera system or audio recording device has been compromised
- a recording has been lost, corrupted, or is unavailable within 14 days of being created.

Designated Person(s) access to camera data for Authorised Purpose(s)

What's changing?

From **1 July 2026**, BSPs that wish to access and download security camera data for an Authorised Purpose must first register an employee to be a **Designated Person** with Safe Transport Victoria.

Authorised Purposes include:

- assisting Victoria Police or Safe Transport Victoria as part of an investigation of an offence against industry law
- assisting Victoria Police to prosecute an offence, investigate an incident in relation to a CPV service or a missing person
- at the direction of Safe Transport Victoria
- investigating certain types of complaints
- system testing and maintenance in certain circumstances
- any other purpose authorised under the Regulations or the Minimum Standards.

Record-keeping requirements

Each time security camera data is accessed, the Designated Person must ensure the BSP maintains a record of the access. The information required to be kept in these records is set out in the Minimum Standards. Records must include:

- the date and time the recording was accessed
- the Authorised Purpose for accessing the recording
- the identity of the person who accessed the recording
- the relevant driver and vehicle details (where applicable)
- any other information required under the Regulations, the Minimum Standards or other requirements issued by Safe Transport Victoria.

Why is this change being made?	Allowing registered Designated Persons to access security camera data for Authorised Purposes enables BSPs to investigate complaints more efficiently and supports the timely resolution of incidents. The change also aligns Victoria’s approach with that of other Australian jurisdictions.
How can BSPs prepare?	BSPs should: • read and comply with the Minimum Standards. • ensure only registered Designated Persons can access recorded security camera data, and only for an Authorised Purpose • establish record-keeping procedures that comply with the Minimum Standards • review and test internal processes for accessing, recording and securely managing recorded security camera data.

Frequently Asked Questions

Who within a BSP can access recorded security camera data, and for what purpose?

Only a Designated Person registered with Safe Transport Victoria may access recorded security camera data, and only for an Authorised Purpose.

A Designated Person may access recorded security camera data to:

- assist Safe Transport Victoria to perform its functions under the *Commercial Passenger Vehicle Industry Act 2017* (Vic), including investigating potential offences
- assist Victoria Police to investigate an incident involving a commercial passenger vehicle (CPV)
- assist Victoria Police to locate a missing person
- investigate a complaint relating to a CPV
- carry out authorised system testing or maintenance
- comply with another legal requirement, a court or tribunal order, or written authorisation from Safe Transport Victoria.

A Designated Person must also comply with the BSP's policies and procedures when accessing recorded security camera data.

Refer to the [Minimum Standards](#) for the full list of Authorised Purposes.

As a BSP, how do I nominate and register a Designated Person?

A BSP may nominate one or more Designated Persons.

A Designated Person must:

- be trained to operate the BSP's approved security camera systems and associated software
- understand the BSP's obligations under the Minimum Standards and applicable privacy laws
- be familiar with, and follow, the BSP's policies and procedures for accessing recorded security camera data
- successfully complete police and security background checks to the same standard required of a CPV driver

- be registered with Safe Transport Victoria before accessing recorded security camera data.

Details on how to register are on the Safe Transport Victoria website.

What does "accessing recorded security camera data" mean?

Under the Minimum Standards, accessing a security camera recording means:

- viewing or listening to a recording
- downloading or copying a recording
- printing, transmitting or publishing a recording
- any other action that involves retrieving or handling a recording.

BSPs must maintain records each time a Designated Person accesses recorded security camera data. Safe Transport Victoria may request these records at any time in accordance with the Minimum Standards (clause 8.5)

What happens if the Designated Person is on leave or otherwise unavailable when a request for recorded security camera data is received?

BSPs should consider registering more than one Designated Person to ensure a recorded security camera data can be accessed when required, including during periods of leave or other staff absences.

If a BSP has only one registered Designated Person and that person is unavailable when a request for a recorded security camera data is received, the BSP should contact Safe Transport Victoria as soon as possible to discuss alternative arrangements. Where appropriate, Safe Transport Victoria may provide assistance to facilitate access to the required recorded security camera data.

Under the Minimum Standards, BSPs are also required to notify Safe Transport Victoria when there is a change to the Designated Person (for example, if the current Designated Person no longer works with the BSP). The BSP may wish to nominate an alternative/replacement employee to undertake the role of a Designated Person.

What records must a Designated Person keep when accessing recorded security camera data?

A Designated Person must maintain a record each time recorded security camera data is accessed, in accordance with the Minimum Standards and Technical Requirements.

The record should include:

- the CPV registration number
- the driver's name and accreditation number (where applicable)
- the file name, date and time of the recording
- the reason for accessing the recording (Authorised Purpose)
- the date, time and location where the recording was accessed
- the name of the Designated Person who accessed the recording
- details of any disclosure to another organisation, including the recipient's name, organisation, contact details and the Authorised Purpose for the disclosure
- any relevant Victoria Police, Safe Transport Victoria or other government agency report or case reference number.

It's also recommended that the record include the following matters, which will support compliance with the Minimum Standards:

- any action taken with the recording (for example, downloading the recording to approved storage)
- the security measures applied to protect the recording, such as encryption or password protection
- where applicable, confirmation that the recording was sealed, securely stored and handled in accordance with the Minimum Standards.

What should I do if a hard disk drive (HDD) or SD card needs to be replaced?

If a hard disk drive (HDD) or SD card malfunctions and needs to be replaced, the Designated Person should:

- record the date the storage device was removed
- record the details of the replacement HDD or SD card that was installed
- securely retain the removed storage device.

The removed storage device must be retained and made available to Safe Transport Victoria or Victoria Police if requested.

Further requirements relating to the handling of recorded security camera data and storage devices are set out in the Minimum Standards (see clause 8.5).

Can I access security camera recordings for insurance or accident purposes?

No.

Recorded security camera data may only be accessed by a Designated Person registered with Safe Transport Victoria, and only for an Authorised Purpose.

Insurance claims and accident reporting are not Authorised Purposes under the Minimum Standards. Accordingly, security camera recordings must not be accessed for these purposes.

What if you become aware of a breach of the Minimum Standards?

BSPs are required to promptly notify Safe Transport Victoria if you become aware, or reasonably suspect that:

- An undesigned person has accessed a system where recordings are stored;
- an undesigned person has accessed or received a recording;
- a designated person has accessed a recording for an unauthorised purpose and/or provided it to an unauthorised recipient, or provides system access to an undesigned person;
- the confidentiality, integrity or availability of a security camera system or audio recording device has been compromised; or
- a recording has been lost, corrupted or is otherwise unavailable within 14 days of its creation.

