

Code of practice for crowd controllers

Objective

- To promote and foster amongst persons involved in the Crowd Controller sector of the security industry the highest standards of efficiency, service, equipment and ethical behaviour.
- To give an undertaking to the general public that the regulation of Crowd Controllers is in keeping with the principles of public health and safety.
- To set general standards for service and quality of employees operating in the Crowd Controller sector of the industry. The standard described in the code is the minimum standard.

Part A

Overview of the legislative framework and various obligations of a crowd controller.

1. Definitions

For the purposes of the *Private Security Act 1995*, a crowd controller is a person who, in respect of licensed premises within the meaning of the *Liquor Act 2019* at a place of entertainment, a place to which the public has access or a public or private event or function as part of his/her duties, performs the function of:

- controlling or monitoring the behaviour of the persons;
- screening persons seeking entry; or
- removing persons because of their behaviour,
- any other function prescribed under the Act.

Director Private Security Regulation is the authority appointed under the *Private Security Act 1995* which is responsible for the administration of the Act and this code.

Security firm has the same meaning given to it in the *Private Security Act 1995* which is a person who, or partnership that, engages in the business of supplying, for reward, the services of:

- a) crowd controllers or security officers, or
- b) where this section is specified in a notice under section 8 of the Act to apply to members of a class of persons declared in that notice to be a category of security providers - members of that class of persons, to other persons.

2. Legislation

2.1. Licensing

All persons unless exempted from the application of the Act must be licensed to carry out the functions of a crowd controller. The maximum penalty is 100 penalty units.

The Penalty Units Act prescribes the monetary value of a penalty unit, its indexation and change of value by regulation. See the penalty units [webpage](#) for the current price.

Under the Act, the grounds for suspension or cancellation of a licence or refusal to renew a licence include where:

- the licensee contravenes a condition of the licence
- the licensee has contravened the *Private Security Act 1995*, or
- the licensee is no longer an appropriate person to be granted a licence.

Licensed crowd controllers should note:

- a) it is a condition of all licences issued by the Director Private Security Regulations to crowd controllers that they must comply with any Code of Practice approved by the Minister
- b) should a licensed crowd controller be found guilty of an offence listed as a 'Disqualifying Offence' in the Regulations the Director Private Security Regulations will act to cancel the crowd controller's licence
- c) should a licensed crowd controller be found guilty of offending against a provision of:
 - i. the *Misuse of Drugs Act 1990* in respect of the drugs listed in Schedules 1 and 2 of that Act;
 - ii. the *Firearms Act 1997*, or
 - iii. any Act passed by the Legislative Assembly in substitution for those Acts,the Director Private Security Regulation may reconsider whether the person continues to be an appropriate person to hold a licence.

Licensed crowd controllers are strongly advised to take note of what these offences are and must avoid contravening these provisions.

2.2. Other legislation affecting crowd controllers in the performance of their duties

All crowd controllers should be aware of other legislation affecting their duties, being the:

- a) *Liquor Act 2019*: sections 19, 48, 49, 72, 102, 104, 105, 106A, 106B, 106BA, 109, 118, 121 and 122, which refer to binding obligations of employees under that Act
- b) *Summary Offences Act 1923*: sections 47 and 56(1)(d)
- c) *Trespass Act 2023*: sections 7 and 8, and
- d) *Criminal Code 1983*: section 27

and the common law principles relating to the application of force.

Part B

3. Professional standards of conduct

A crowd controller may be subject to disciplinary action if he or she is found to have contravened the provisions listed in this Part.

As an overriding guiding principle, crowd controllers shall always conduct all aspects of their employment in a responsible and professional manner and encourage responsible behaviour of patrons so that all guests and patrons can enjoy the facilities, services and social aspects of the venue they are attending.

Crowd controllers shall:

- 3.1. Not consume alcohol whilst on duty and not commence duty if they have consumed alcohol in the period leading up to their commencing duty which would adversely affect the adequate performance of their duties.
- 3.2. Not consume drugs specified in Schedule 1 of the *Misuse of Drugs Act 1993*. Crowd controllers shall not consume drugs listed in Schedule 2 of that Act whilst on duty or in the period leading up to them commencing duty which would adversely affect the adequate performance of their duties.
- 3.3. Bring to the attention of their employer any incident where physical force was used by or against the crowd controller and which is therefore an incident which should be recorded within an incident register, and provide to their employer the information prescribed by regulation 8 of the Private Security (Crowd Controllers) Regulations, being:
 - a) the licence number assigned to the crowd controller by the Director Private Security Regulation
 - b) the security number assigned to and worn by the crowd controller when the incident occurred
 - c) the details in relation to the incident including but not limited to the date and time of the incident, the names of any witnesses and an outline of what occurred and why.
- 3.4. Not make or sign any false verbal or written statement in relation to their employment as a crowd controller.
- 3.5. Where employed to do so, carefully control and/or monitor the behaviour of patrons so that problems can be detected early and where necessary act swiftly with the aim of protecting the health and safety of all patrons, including those who might need to be removed because of their own behaviour.
- 3.6. Where they hold a 'Provisional Licence' and have not undertaken the approved course of training to qualify fully as a crowd controller, undertake such training without unnecessary delay.
- 3.7. Irrespective of the type of crowd controller's licence held, undertake any training or development activity required by and paid for by their employer where that activity will improve their performance as a crowd controller.
- 3.8. Not threaten any patron with physical violence.
- 3.9. Act responsibly with regards to the *Liquor Act 2019* by abiding by it and regulations made under it and other legislation that directly affects their employment and specifically by:
 - d) Refusing entry to licensed premises to intoxicated persons where crowd controllers are responsible for screening persons seeking entry.
 - e) Bringing to the attention of the licensee under the Liquor Act, the manager of the licensed premises and persons responsible for the sale of alcohol, any intoxicated persons who should not be sold or supplied alcohol and any minor seeking to purchase or obtain alcohol illegally.
 - f) Where they are responsible for screening persons seeking entry to licensed premises – require 'Proof of Age Cards' and/or other forms of identification approved by the Director Private Security Regulations before allowing entry to persons who they suspect, or should suspect, to be minors.
 - g) Where they are responsible for screening person seeking entry to licensed premises to which minors are, by the conditions of a licence under the *Liquor Act 2019*, permitted entry – discourage minors from purchasing and/or consuming alcohol by reminding them and/or their parents or guardians of their respective obligations under the Liquor Act.
 - h) Ensuring that patrons do not remain on licensed premises after the hours during which sale of liquor on the premises is permitted.

- i) Producing their licence at the request of a member of the Police Force or inspectors appointed by or under the *Liquor Act 2019* or the *Private Security Act 1995*.
 - j) Being an employee of a licensee within the meaning of the *Liquor Act* – not permit indecent, violent, quarrelsome or riotous conduct to occur on or at licensed premises.
- 3.10. Where employed to screen entry to gaming and wagering facilities shall not allow minors to enter restricted areas.
- 3.11. Not work illegally, e.g. accept cash-in hand payments without a correctly completed payslip.
- 3.12. Not carry an offensive weapon on licensed premises.
- 3.13. Not use undue force in the course of their duties.
- 3.14. Not participate or encourage others to participate in assault.
- 3.15. In the course of their duties take action to prevent violence occurring.
- 3.16. In the course of their duties use mediation, negotiation, communication and conciliation as the primary methods of dealing with clients.
- 3.17. Advise their employer as soon as is practicable of any changes which would adversely affect their ability to carry out their functions as a crowd controller and their responsibility to protect the health and safety of patrons.
- 3.18. Advise their employer immediately should they be convicted of any disqualifying offence specified in the *Private Security (Crowd Controllers) Regulations*.
- 3.19. Wear the appropriate identification on the outside of their clothing so that it is clearly visible whilst performing their duties. This identification is prescribed by regulation 7 of the *Private Security (Crowd Controllers) Regulations* to be:
- a) a number not less than 4 cm height and 5 mm in width
 - b) the word "SECURITY" in letters not less than 5 mm in height
 - c) on a badge not less than 6 cm in height
 - d) in black lettering on a white background.

Please note:

For the purposes of this Part:

- 'licensed premises' means premises to which a licence under the *Liquor Act 2019* relate, and 'minor' means a person who has not attained the age of 18 years.
- Relevant legislation provisions as at the time of the making of this code may be changed by legislative amendment and any such changes may not be included in the copy you are reading.

4. Professional standards of conduct

Licence holder declaration			
I, (full name):			
Of (address):			
Solemnly and sincerely declare that:			
<ul style="list-style-type: none"> I have read and understood the code of practice for crowd controllers and understand that breaches of the Code of Practice will be addressed to the Director Private Security Regulation for disciplinary action and that breaches of the <i>Summary Offences Act 1923</i> or <i>Criminal Code 1983</i> will be further actioned under the provisions of those Acts. This declaration is true and correct; and I know that it is an offence to make a declaration that is false in any material particular. 			
This declaration was made at (location):		On (date):	
Licence holder signature:			
<p>Note: Under the <i>Oaths, Affidavits and Declarations Act 2010</i> a person wilfully making a false statement or altering a statement, in a statutory declaration is guilty of a crime and is liable to a penalty or imprisonment, or both.</p>			