



***** IMPORTANT PROCEDURE UPDATE *****

CROWD CONTROL CODE OF CONDUCT

The Crowd Controllers code of conduct will come into effect on 4th January 2011.

What does this mean?

A Crowd Controller will be required to complete, sign and lodge a copy of the code of conduct and include it with their application form after 4 January 2011.

For those Crowd Controllers who have a full licence (not a provisional licence) which expires in 2011 a copy of the code of conduct will be posted with the re-application notice. Applicants will be required to complete, sign and lodge the code of conduct and include it with the re-application notice together with any other required documentation and submit the documents to this Office.

Applicants who have a provisional licence which expires after 4 January 2011 will receive a copy of the code of conduct attached to the application form when they apply for their Crowd Controllers licence.

The code of conduct will be available on the website if application forms are downloaded off the website.

What happens if the Crowd Controller has an Agent's licence expires in 2012 or 2013?

Crowd Control agents whose licences expires after 2011 will receive a letter enclosing a copy of the code of conduct which they will be required to sign and complete and return to this Office by a prescribed date.

What will happen if I don't sign a code of conduct?

In the event that an application for a licence is lodged with this Office without a signed and completed code of conduct, this Office will request that the code of conduct be signed and returned. An application for a licence will not be processed until such time as the code of conduct is correctly signed and completed and returned to this Office together with any relevant documents.

If Crowd Control agents whose licences expire in 2012 and 2013 do not return a signed copy of the code of conduct to this Office by the requested date, they may have their licences cancelled, receive an infringement notice or face prosecution.

CONTACT DETAILS

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Crowd Controllers Code of Conduct

This Code of Conduct is formulated under the provisions of Section 38A of the *Security and Investigations Agents Act 2002*.

This Code of Conduct applies to Crowd Controllers undertaking duties within Tasmania and was issued by the Commissioner for Corporate Affairs under section 38A of the Security and Investigations Agents Act 2002 (the Act) and is current from 4 January 2011. Failure to comply with this code of conduct may result in suspension or cancellation of a licence.

It is a condition of a crowd control licence that the holder of a licence signs and complies with the provisions of this Code of Conduct. The holder of a licence must wear an identifying number and carry their licence with them at all times when they are on duty.

The Code outlines the responsibilities for ALL persons carrying out tasks relating to crowd controllers in Tasmania. This Code of Conduct will:

- Promote consumer and community confidence;
- Ensure the safety of the community and employees;
- Promote ethical and professional conduct; and
- Ensure that operators comply with applicable Tasmanian legislation in particular the *Security and Investigations Agents Act 2002*.

Minimum Standards of the Code of Conduct

A person engaged in the provision of crowd control services shall:

- **Perform duties in accordance with the law;**

Only engage in legal employment. This means that crowd controller will not work 'off the books or for cash in hand';

Encourage a professional and supportive working relationship with Law Enforcement agencies;

Not admit persons into the venue if are aware that the person is under the influence of drugs or in possession of drugs;

Be fully informed about issues of drug abuse and the illegal use of drugs. Take action and report any witnessed drug use or the sale of drugs whilst employed;

Do not reveal security information, arrangements or personal details in connection with their employment, unless this information is provided to authorised persons when requested by authorised persons; and

Ensure that they are licensed under the law and have completed all the current training units and refresher courses.

Adhere to all Liquor Licensing legislation by; –

- Refusing intoxicated, violent, argumentative or underage persons entry into licensed premises;
- Taking necessary action by informing management/bar staff if patrons have consumed alcohol in excess, to ensure that responsible serving or alcohol compliance is maintained;
- Carefully monitoring the actions of patrons so that anti social behaviour is easily detected and actioned according to legislation; and
- Awareness of the appropriate use of alcohol through education and training.

▪ **Display Responsible conduct;**

Be aware what is expected by management and the general public in their role as a crowd controller;
Avoid potential conflicts of professional interest;

Communicate professionally and courteously to all patrons and use mediation and negotiation as the primary methods to stop undesirable behaviour;

Ensure a 'duty of care' and professional support is given to all persons in their workplace and in the surrounding environment;

Not use undue force in the course of their duties, threaten, participate or encourage others to participate in assault;

Not be under the influence of alcohol or illegal drugs, prior to or whilst on duty; and

Be aware of fire procedures and the effective use of other emergency management equipment at the venue.

Communicate with other crowd controllers, managers, and the authorities regarding anti-social behaviour and informing the relevant parties if known persons of interest are seen in the immediate area.

At all times perform duties ethically, with integrity and behave in a manner that upholds the professionalism of the Crowd Control Industry;

I _____
(Print Full Name)

Have read, understood and hereby agree to comply with the Crowd Controllers Code of Conduct.

Signature

Licence Number *

Date

Endorsed by (Name)*

**Organisation/Manager*
(Licence Number)**

Date

** If applying for the first time you will not have a licence number leave blank, if you currently do not have an employer/manager recorded leave blank. Upon advising employer/manager details a new code of conduct will need to be signed by the Crowd Controller and his/her Manager and lodged with this Office.*