



*Security Providers Act 1993*

# **Security Providers (Crowd Controller Code of Practice) Regulation 2008**

**Current as at 21 May 2014**





Queensland

# Security Providers (Crowd Controller Code of Practice) Regulation 2008

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# Security Providers (Crowd Controller Code of Practice) Regulation 2008

## 1 Short title

This regulation may be cited as the *Security Providers (Crowd Controller Code of Practice) Regulation 2008*.

## 2 Commencement

This regulation commences on 1 July 2008.

## 3 Code of practice

The code of practice in the schedule is prescribed.

# **Schedule**

## **Crowd Controllers Code of Practice 2008**

section 3

### **1 Short title**

This code of practice may be cited as the *Crowd Controllers Code of Practice Regulation 2008*.

### **2 Definitions**

The dictionary in the schedule defines particular words used in this code.

### **3 Objectives of code**

This code—

- (a) sets standards of conduct for licensed crowd controllers; and
- (b) is designed to promote high standards of service, efficiency and ethical behaviour by licensed crowd controllers.

### **4 Duties of licensed crowd controller—general**

When carrying out the functions of a crowd controller, a licensed crowd controller must—

- (a) take reasonable steps to keep order at or about the public place at which the crowd controller is acting as a crowd controller; and
- (b) if the crowd controller is engaged to do so, carefully monitor or control, or monitor and control, the behaviour of patrons at the public place so that problem behaviour can be detected early; and

- (c) if there is problem behaviour at the public place, act swiftly to protect the health and safety of all patrons at the public place, including patrons who may need to be removed because of their problem behaviour; and
- (d) take reasonable steps to prevent violence happening; and
- (e) if practicable, use tact and diplomacy, for example, mediation, conciliatory negotiation or other conciliatory communication, as the first tool to control any conflict; and
- (f) greet visitors to the public place in a friendly and courteous way; and
- (g) use moderate language when dealing with staff associated with the public place or with members of the public; and
- (h) not encourage another person to commit an assault; and
- (i) not solicit, or accept, a bribe; and
- (j) not act in a way that is discreditable to—
  - (i) if the crowd controller is an employee—the crowd controller’s employer; or
  - (ii) the security provider industry; and
- (k) act fairly; and
- (l) not abuse the crowd controller’s position or authority; and
- (m) not consume alcohol or use illegal drugs while on duty, or be under the influence of alcohol or illegal drugs when reporting for duty; and
- (n) not carry an offensive weapon; and
- (o) not make a false oral or written statement in relation to acting as a crowd controller; and
- (p) not search a person of the opposite sex to the crowd controller; and

Schedule

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- (q) if the crowd controller has a supervisor or is not the person in charge of the activity or event being carried on at the public place—report to, and comply with the lawful directions of, the supervisor or person; and
- (r) keep confidential any security arrangements for the public place and take all reasonable steps to keep informed of any changes to the arrangements; and
- (s) deal with each item seized by the crowd controller under any lawful policy for dealing with items seized at the public place; and
- (t) be aware of—
  - (i) fire or other emergency management equipment at the public place; and
  - (ii) fire or other emergency management procedures for the public place; and
  - (iii) if the public place is licensed premises—the procedure for informing the manager of the licensed premises during an emergency of matters relevant to the emergency; and
  - (iv) the procedure for alerting the Queensland Police Service, Queensland Fire and Emergency Service or Queensland Ambulance Service in an emergency; and
- (u) if the duties involve the use of communications equipment, ensure that—
  - (i) the equipment works; and
  - (ii) the crowd controller understands how to use it.

## 5 Duty to report details of particular incident

- (1) This section applies if—
  - (a) a person (the *engager*) engages, directly or indirectly, another person (the *engaged crowd controller*) to carry out, for reward, the functions of a crowd controller at or about a public place; and



- (b) an incident happens when the engaged crowd controller is a licensed crowd controller and is carrying out the functions of a crowd controller—
  - (i) involving the engaged crowd controller and in which a person is injured; or
  - (ii) requiring a person to be removed from the public place by the engaged crowd controller.
- (2) The engaged crowd controller must, as soon as practicable after the incident happens, give details of the incident to the engager.

## **Schedule                      Dictionary**

### section 2

*Queensland Ambulance Service* means the Queensland Ambulance Service established under the *Ambulance Service Act 1991*.

*Queensland Fire and Emergency Service* means the Queensland Fire and Emergency Service under the *Fire and Emergency Services Act 1990*.

## 1 Index to endnotes

- 2 Key
- 3 Table of reprints
- 4 List of legislation
- 5 List of annotations

## 2 Key

### Key to abbreviations in list of legislation and annotations

| Key         | Explanation                           | Key           | Explanation                |
|-------------|---------------------------------------|---------------|----------------------------|
| <b>AIA</b>  | = <b>Acts Interpretation Act 1954</b> | <b>(prev)</b> | = <b>previously</b>        |
| <b>amd</b>  | = <b>amended</b>                      | <b>proc</b>   | = <b>proclamation</b>      |
| <b>amd</b>  | = <b>amendment</b>                    | <b>prov</b>   | = <b>provision</b>         |
| <b>t</b>    |                                       |               |                            |
| <b>ch</b>   | = <b>chapter</b>                      | <b>pt</b>     | = <b>part</b>              |
| <b>def</b>  | = <b>definition</b>                   | <b>pubd</b>   | = <b>published</b>         |
| <b>div</b>  | = <b>division</b>                     | <b>R[X]</b>   | = <b>Reprint No. [X]</b>   |
| <b>exp</b>  | = <b>expires/expired</b>              | <b>RA</b>     | = <b>Reprints Act 1992</b> |
| <b>gaz</b>  | = <b>gazette</b>                      | <b>reloc</b>  | = <b>relocated</b>         |
| <b>hdg</b>  | = <b>heading</b>                      | <b>renu</b>   | = <b>renumbered</b>        |
|             |                                       | <b>m</b>      |                            |
| <b>ins</b>  | = <b>inserted</b>                     | <b>rep</b>    | = <b>repealed</b>          |
| <b>lap</b>  | = <b>lapsed</b>                       | <b>(retro</b> | = <b>retrospectively</b>   |
|             |                                       | <b>)</b>      |                            |
| <b>notf</b> | = <b>notified</b>                     | <b>rv</b>     | = <b>revised version</b>   |
| <b>d</b>    |                                       |               |                            |
| <b>num</b>  | = <b>numbered</b>                     | <b>s</b>      | = <b>section</b>           |

| <b>Key</b>    | <b>Explanation</b>        | <b>Key</b>   | <b>Explanation</b>                             |
|---------------|---------------------------|--------------|--|
| <b>o in c</b> | = <b>order in council</b> | <b>sch</b>   | = <b>schedule</b>                              |
| <b>om</b>     | = <b>omitted</b>          | <b>sdiv</b>  | = <b>subdivision</b>                           |
| <b>orig</b>   | = <b>original</b>         | <b>SIA</b>   | = <b>Statutory Instruments Act 1992</b>        |
| <b>p</b>      | = <b>page</b>             | <b>SIR</b>   | = <b>Statutory Instruments Regulation 2012</b> |
| <b>para</b>   | = <b>paragraph</b>        | <b>SL</b>    | = <b>subordinate legislation</b>               |
| <b>prec</b>   | = <b>preceding</b>        | <b>sub</b>   | = <b>substituted</b>                           |
| <b>pres</b>   | = <b>present</b>          | <b>unnum</b> | = <b>unnumbered</b>                            |
|               |                           | <b>m</b>     |  |
| <b>prev</b>   | = <b>previous</b>         |              |  |

### 3 Table of reprints

A new reprint of the legislation is prepared by the Office of the Queensland Parliamentary Counsel each time a change to the legislation takes effect.

The notes column for this reprint gives details of any discretionary editorial powers under the **Reprints Act 1992** used by the Office of the Queensland Parliamentary Counsel in preparing it. Section 5(c) and (d) of the Act are not mentioned as they contain mandatory requirements that all amendments be included and all necessary consequential amendments be incorporated, whether of punctuation, numbering or another kind. Further details of the use of any discretionary editorial power noted in the table can be obtained by contacting the Office of the Queensland Parliamentary Counsel by telephone on 3003 9601 or email [legislation.queries@oqpc.qld.gov.au](mailto:legislation.queries@oqpc.qld.gov.au).

From 29 January 2013, all Queensland reprints are dated and authorised by the Parliamentary Counsel. The previous numbering system and distinctions between printed and electronic reprints is not continued with the relevant details for historical reprints included in this table.

| <b>Reprint No.</b> | <b>Amendments included</b> | <b>Effective</b> | <b>Notes</b> |
|--------------------|----------------------------|------------------|--------------|
| 1                  | none                       | 1 July 2008      |              |

| Current as at | Amendments included | Notes   |
|---------------|---------------------|---------|
| 21 May 2014   | 2014 Act No. 17     | RA s 44 |

## 4 List of legislation

### *Regulatory impact statements*

For subordinate legislation that has a regulatory impact statement, specific reference to the statement is included in this list.

### *Explanatory notes*

All subordinate legislation made on or after 1 January 2011 has an explanatory note. For subordinate legislation made before 1 January 2011 that has an explanatory note, specific reference to the note is included in this list.

### **Security Providers (Crowd Controller Code of Practice) Regulation 2008 SL No. 120**

made by the Governor in Council on 8 May 2008  
 notfd gaz 9 May 2008 pp 277–8  
 ss 1–2 commenced on date of notification  
 remaining provisions commenced 1 July 2008 (see s 2)  
exp 1 September 2018 (see SIA s 54)

Note—(1)The expiry date may have changed since this reprint was published. See the latest reprint of the SIR for any change.

- (2) An explanatory note was prepared.
- (3) A regulatory impact statement was prepared and applies to 2008 SL Nos. 119, 120, 121 and 122.  
 amending legislation—

### **Public Safety Business Agency Act 2014 No. 17 ss 1, 184 sch 1 pt 4**

date of assent 21 May 2014  
 commenced on date of assent

## 5 List of annotations

### **SCHEDULE—CROWD CONTROLLERS CODE OF PRACTICE 2008**

#### **Duties of licensed crowd controller—general**

s 4 amd 2014 Act No. 17 s 184 sch 1 pt 4

#### **SCHEDULE—DICTIONARY**

def *Queensland Fire and Emergency Service* ins 2014 Act No. 17 s 184 sch 1 pt 4  
 def *Queensland Fire and Rescue Service* om 2014 Act No. 17 s 184 sch 1 pt 4

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