



Queensland

Security Providers Act 1993

Security Providers (Crowd Controller Code of Practice) Regulation 2008

Current as at 1 July 2024

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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

- (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 Rescue, Rural Fire Service Queensland 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 Rescue means Queensland Fire and Rescue established under the *Fire Services Act 1990*.

Rural Fire Service Queensland means Rural Fire Service Queensland established under the *Fire Services Act 1990*.