



Queensland

Security Providers Act 1993

Security Providers (Crowd Controller Code of Practice) Regulation 2008

Reprinted as in force on 1 July 2008

Reprint No. 1

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the Office of the Queensland Parliamentary Counsel
Warning—This reprint is not an authorised copy

Information about this reprint

This regulation is reprinted as at 1 July 2008.

This page is specific to this reprint. A table of reprints is included in the endnotes.

Also see endnotes for information about when provisions commenced.

Dates shown on reprints

Reprints dated at last amendment All reprints produced on or after 1 July 2002, authorised (that is, hard copy) and unauthorised (that is, electronic), are dated as at the last date of amendment. Previously reprints were dated as at the date of publication. If an authorised reprint is dated earlier than an unauthorised version published before 1 July 2002, it means the legislation was not further amended and the reprint date is the commencement of the last amendment.

If the date of an authorised reprint is the same as the date shown for an unauthorised version previously published, it merely means that the unauthorised version was published before the authorised version. Also, any revised edition of the previously published unauthorised version will have the same date as that version.

Replacement reprint date If the date of an authorised reprint is the same as the date shown on another authorised reprint it means that one is the replacement of the other.



Queensland

Security Providers (Crowd Controller Code of Practice) Regulation 2008

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Security Providers (Crowd Controller Code of Practice) Regulation 2008

[reprinted as in force on 1 July 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
 - (i) 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 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 Rescue Service means the Queensland Fire and Rescue Service established under the *Fire and Rescue Service Act 1990*.

Endnotes

1 Index to endnotes

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2 Date to which amendments incorporated

This is the reprint date mentioned in the Reprints Act 1992, section 5(c). However, no amendments have commenced operation on or before that day. Future amendments of the Security Providers (Crowd Controller Code of Practice) Regulation 2008 may be made in accordance with this reprint under the Reprints Act 1992, section 49.

3 Key

Key to abbreviations in list of legislation and annotations

Key	Explanation	Key	Explanation
AIA	= Acts Interpretation Act 1954	(prev)	= previously
amd	= amended	proc	= proclamation
amdt	= amendment	prov	= provision
ch	= chapter	pt	= part
def	= definition	pubd	= published
div	= division	R[X]	= Reprint No. [X]
exp	= expires/expired	RA	= Reprints Act 1992
gaz	= gazette	reloc	= relocated
hdg	= heading	renum	= renumbered
ins	= inserted	rep	= repealed
lap	= lapsed	(retro)	= retrospectively
notfd	= notified	rv	= revised edition
num	= numbered	s	= section
o in c	= order in council	sch	= schedule
om	= omitted	sdiv	= subdivision
orig	= original	SIA	= Statutory Instruments Act 1992
p	= page	SIR	= Statutory Instruments Regulation 2002
para	= paragraph	SL	= subordinate legislation
prec	= preceding	sub	= substituted
pres	= present	unnum	= unnumbered
prev	= previous		

4 Table of reprints

Reprints are issued for both future and past effective dates. For the most up-to-date table of reprints, see the reprint with the latest effective date.

If a reprint number includes a letter of the alphabet, the reprint was released in unauthorised, electronic form only.

Reprint No.	Amendments included	Effective	Notes
1	none	1 July 2008	

5 List of legislation

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.