



Queensland

Security Providers Act 1993

Security Providers (Security Officer—Licensed Premises— Code of Practice) Regulation 2008

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Security Providers (Security Officer— Licensed Premises—Code of Practice) Regulation 2008

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Security Providers (Security Officer—Licensed Premises—Code of Practice) Regulation 2008

1 Short title

This regulation may be cited as the *Security Providers (Security Officer—Licensed Premises—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

Security Officer—Licensed Premises—Code of Practice 2008

section 3

1 Short title

This code of practice may be cited as the *Security Officer—Licensed Premises—Code of Practice 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 security officers carrying out the functions of a security officer in or about licensed premises; and
- (b) is designed to promote high standards of service, efficiency, and ethical behaviour by security officers.

4 Application of code

This code applies to a licensed security officer carrying out the functions of a security officer in or about licensed premises.

5 Duties of security officer in or about licensed premises

When carrying out the functions of a security officer in or about licensed premises, the licensed security officer must—

- (a) take all reasonable steps to prevent violence happening; and
- (b) if practicable, use tact and diplomacy, for example, mediation, conciliatory negotiation or other conciliatory communication, as the first tool to control any conflict; and
- (c) not encourage another person to commit an assault; and
- (d) use moderate language when dealing with staff associated with the licensed premises or with members of the public; and
- (e) not solicit or accept a bribe; and
- (f) not act in a way that is discreditable to—
 - (i) if the security officer is an employee—the security officer’s employer; or
 - (ii) the security provider industry; and
- (g) act fairly; and
- (h) not abuse the security officer’s position or authority; and
- (i) 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
- (j) not carry an offensive weapon; and
- (k) not make any false oral or written statement in relation to acting as a security officer; and
- (l) not search a person of the opposite sex to the security officer; and
- (m) if the security officer has a supervisor or is not the person in charge of the licensed premises—report to, and take lawful directions from, the supervisor or person; and
- (n) keep confidential any security arrangements for the licensed premises and take all reasonable steps to keep informed of any changes to the arrangements; and

- (o) deal with each item seized by the security officer under any lawful policy for dealing with items seized at the public place; and
- (p) be aware of—
 - (i) fire or other emergency management equipment at the licensed premises; and
 - (ii) fire or other emergency management procedures for the licensed premises; and
 - (iii) 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
- (q) if the duties involve the use of communications equipment, ensure that—
 - (i) the equipment works; and
 - (ii) the security officer understands how to use it.

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*.