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Consumer, Building and Occupational Services
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This Code of Conduct applies to Crowd Controllers undertaking the duties within Tasmania and was issued by the Director of Consumer Affairs and Fair Trading 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 activity 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:

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

Minimum Standards of the Code of Conduct

Perform duties in accordance with the law

- **Only engage** in legal employment. This means that a 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 they 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 while 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 service 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 while on duty;
- **Be aware** of the 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.